



Executive Board Meeting AGENDA

Foothill Transit

EXECUTIVE BOARD MEETING

8:00 AM, February 24, 2012

Foothill Transit Administrative Office

2nd Floor Board Room

100 South Vincent Avenue

West Covina, CA 91790

1. CALL TO ORDER
2. PLEDGE OF ALLEGIANCE
3. ROLL CALL: MEMBERS CHANDLER, HERRERA, LANTZ, TESSITOR, WALLACH
4. APPROVAL OF MINUTES FOR THE SPECIAL MEETING OF JANUARY 18, 2012
5. PRESENTATIONS:
 - 5.1. Contractors' Employee Recognition
 - 5.2. Overview of Access Services Programs
6. PUBLIC COMMENT

Public Comment: Members of the public shall have the right to address the Board on any item of interest which is within the jurisdiction of the Board before or during the Board's consideration of the item. Presentation shall not exceed three minutes in length. Action may be taken on any item identified on the agenda. Persons wishing to comment should submit a "Request to Speak" form to the Secretary. Note: ACTION MAY BE TAKEN ON ANY ITEM IDENTIFIED ON THE AGENDA.

In accordance with the Americans with Disabilities Act of 1990, if you require a disability-related modification or accommodation to attend or participate in this meeting, including auxiliary aids or services, please contact the Executive Director's office at (626) 967-3147 extension 7204, at least 48 hours prior to the meeting.

Limited English Proficiency (LEP) persons, if you require translation services, please contact the Executive Director's office at (626) 967-3147 extension 7204, at least 48 hours prior to the meeting.

The public may view and obtain all written information supporting this agenda provided to the board both initially and supplementary prior to the meeting by calling (626) 967-3147 extension 7204 or at the agency's offices located at 100 S. Vincent Ave., Suite 200, West Covina, CA 91790. Documents, including PowerPoint handouts, distributed to Board Members by staff or Board Members at the meeting will simultaneously be made available to the public upon request.



8:00 AM, February 24, 2012

2nd Floor Board Room, 100 South Vincent Avenue, West Covina, CA 91790

Page 2

CONSENT CALENDAR: Items 7 through 10 are consent items which may be received and filed and/or approved by the board in a single motion. If any member of the Executive Board wishes to discuss a consent item, please request that the item be pulled for further discussion and potential action.

7. JANUARY FINANCIAL STATEMENTS AND INVESTMENT SUMMARY

Recommended Action: Receive and file the Financial Statements and Investment Summary for Fiscal Year 2012.

8. JANUARY PERFORMANCE INDICATORS REPORT

Recommended Action: Receive and file the January 2012 Performance Indicators Report.

9. 2012 LEGISLATIVE SUMMARY

Recommended Action: Receive and file the February 2012 Legislative Summary. There are no recommended positions on bills this month.

10. FOOTHILL TRANSIT RECORDS RETENTION & DESTRUCTION POLICY

Recommended Action: Adopt the Foothill Transit Records Retention & Destruction Policy.

REGULAR AGENDA:

11. PROPOSED FY 2013 BUSINESS PLAN INITIATIVES

This item will be provided under separate cover.

Recommended Action:

12. FOOTHILL TRANSIT DISADVANTAGED BUSINESS ENTERPRISE (DBE) PROGRAM UPDATE

Recommended Action: Adopt Foothill Transit's updated Disadvantaged Business Enterprise (DBE) Program Update.



8:00 AM, February 24, 2012

2nd Floor Board Room, 100 South Vincent Avenue, West Covina, CA 91790

Page 3

13. PERFORMANCE INDICATORS QUARTERLY REPORT

Recommended Action: Receive and file the Performance Indicators Quarterly Report.

14. EXECUTIVE DIRECTOR COMMENT

15. BOARD MEMBER COMMENT

16. ADJOURNMENT

A Special Meeting of the Foothill Transit

Executive Board is scheduled for

Friday, March 23, 2012 at 8:00 a.m.

The Regular Executive Board Meeting scheduled for

Friday, March 30, 2012 is canceled



**STATEMENT OF PROCEEDINGS FOR THE
SPECIAL MEETING OF THE
FOOTHILL TRANSIT EXECUTIVE BOARD
HELD IN THE 2ND FLOOR CONFERENCE ROOM OF THE
FOOTHILL TRANSIT ADMINISTRATION OFFICE
100 SOUTH VINCENT AVENUE
WEST COVINA, CALIFORNIA 91790**

Wednesday, January 18, 2012

7:45 AM

CALL TO ORDER

1. Call to order. (12-0271)

The meeting was called to order by Chair Herrera at 7:50 a.m.

The Executive Board recessed to the Special Governing Board meeting at 7:56 a.m.

The Executive Board reconvened at 9:00 a.m.

ROLL CALL

2. Roll call. (12-0272)

Roll call was taken by Ms. Martha Arana, Staff, Board of Supervisors Executive Office, Commission Services Division.

Present: Chair Herrera, Vice Chair Wallach, Treasurer Lantz, Member Chandler and Member Delach

I. ADMINISTRATIVE MATTER

3. Approval of minutes for the Regular Meeting of December 16, 2011. (12-0278)

On motion of Treasurer Lantz, seconded by Member Chandler, unanimously carried, this item was approved.

Attachments: [SUPPORTING DOCUMENT](#)

II. PUBLIC COMMENT

4. Public Comment (12-0273)

No members of the public addressed the Foothill Transit Executive Board.

III. CONSENT CALENDAR

5. NOVEMBER FINANCIAL STATEMENTS AND INVESTMENT SUMMARY

Recommendation: Receive and file the Financial and Investment Summary for Fiscal Year 2012. (12-0290)

On motion of Member Chandler, seconded by Treasurer Lantz, unanimously carried, this item was received and filed.

Attachments: [SUPPORTING DOCUMENT](#)

6. NOVEMBER PERFORMANCE INDICATORS REPORT

Recommendation: Receive and file The November 2011 Performance Indicators Report. (12-0291)

On motion of Member Chandler, seconded by Treasurer Lantz, unanimously carried, this item was received and filed.

Attachments: [SUPPORTING DOCUMENT](#)

7. TRANSIT STORE QUARTERLY REPORT

Recommendation: Receive and file the Transit Store Quarterly Report. (12-0292)

On motion of Member Chandler, seconded by Treasurer Lantz, unanimously carried, this item was received and filed.

Attachments: [SUPPORTING DOCUMENT](#)

8. 2012 LEGISLATIVE SUMMARY

Recommendation: Receive and file the January 2012 Legislative Summary. There are no recommended positions on bills this month. (12-0293)

On motion of Member Chandler, seconded by Treasurer Lantz, unanimously carried, this item was received and filed.

Attachments: [SUPPORTING DOCUMENT](#)

9. CONTRACT AMENDMENT - TRAVERTINE REPLACEMENT

Recommendation: Authorize the Executive Director to issue Contract Amendment NO.3 to Contract 10-054 for Architectural and Engineering services in the amount of ~~Sixty Three Thousand Five Hundred Dollars (\$63,500)~~ **Forty Four Thousand Two Hundred Fifty Dollars (\$44,250)** for: Redesign of the lighting system for the new exterior louvers and signage; Redesign of the interior lobby to complement the new exterior louvers; and construction support. (12-0294)

On motion of Member Chandler, seconded by Treasurer Lantz, unanimously carried, this item was approved as amended.

Attachments: [SUPPORTING DOCUMENT](#)

10. MARKETING SERVICES CONTRACT EXTENSION AND ISSUANCE OF MARKETING SERVICES RFP

Recommendation: 1. Approve the three-month extension of Foothill Transit's Agreement No. 07-019 with Pulsar Advertising in the amount of \$75,000 for general marketing services; and 2. Authorize the Executive Director to issue a Request for Proposals (RFP) for general marketing services beginning July 1, 2012. (12-0295)

On motion of Member Chandler, seconded by Treasurer Lantz, unanimously carried, this item was approved.

Attachments: [SUPPORTING DOCUMENT](#)

IV. DISCUSSION ITEMS (REGULAR AGENDA)

11. PROPOSED 2012 FEDERAL, STATE AND LOCAL LEGISLATIVE PROGRAMS

Recommendation: Adopt the proposed 2012 Federal, State and Local Legislative Programs as outlined in the Attachments. (12-0296)

David Reyno, Director of Governmental Relations presented this item.

After discussion, on motion of Vice Chair Wallach, seconded by Member Chandler, unanimously carried, this item was adopted.

Attachments: [SUPPORTING DOCUMENT](#)

12. BUS OPTION ORDER

Recommendation: Authorize the Executive Director to exercise an existing option and negotiate final terms and conditions with North American Bus Industries (NABI) for the purchase of thirty-four (34), compressed natural gas (CNG) fueled, 42-foot coaches at a total cost of \$19,955,960.00, not including sales tax. (12-0297)

George Karbowski, Director of Operations & Maintenance, presented this item.

After discussion, on motion of Member Chandler, seconded by Member Delach, unanimously carried, this item was approved.

Attachments: [SUPPORTING DOCUMENT](#)

V. EXECUTIVE DIRECTOR COMMENT

- 13.** Comment by Mr. Doran Barnes, Executive Director, Foothill Transit Executive Board. (12-0275)

Doran Barnes, Executive Director, acknowledged Mr. Alberto Gonzales, Director of Marketing, Pulsar Advertising Inc., who was present at the meeting.

VI. BOARD MEMBER COMMENT

- 14.** Comments by the Members of the Foothill Transit Executive Board. (12-0276)

Chair Herrera, Vice Chair Wallach, and Member Delach wished everyone Happy New Year.

RECESS

The Foothill Transit Executive Board recessed to Closed Session at 9:20 a.m. following Agenda Item No. 14. The Foothill Transit Executive Board meeting was reconvened and called to order by Chair Herrera, at 9:47 a.m.

The following members were present: Chair Herrera, Vice Chair Wallach and Treasurer Lantz. (12-0376)

VII. NOTICES OF CLOSED SESSION

15. CLOSED SESSION: CONFERENCE WITH REAL PROPERTY NEGOTIATORS
(Government Code § 54956.8)

Property Address/Location: APN: 8474007035
Agency Negotiator(s): Doran J. Barnes, Roland Cordero, Edward J.
Gill, Darold D. Pieper, Kevin McDonald
Negotiating Parties: Andrew Pasmant, West Covina City Manager
(12-0274)

Darold Pieper, General Counsel, reported that the Executive Board, during closed session did not consider this item.

16. CLOSED SESSION: CONFERENCE WITH REAL PROPERTY NEGOTIATORS
(Government Code § 54956.8)

Property Address/Location: Eastern Portion of 1950 E. Washington Blvd.
Agency Negotiator(s): Doran J. Barnes, Roland Cordero, Edward J.
Gill, Darold D. Pieper, Kevin McDonald, Travis
Boyd
Negotiating Parties: Mike Meraz, Magnum Properties (12-0289)

Darold Pieper, General Counsel, reported that the Executive Board, during closed session, on motion of Member Chandler, seconded by Member Delach, unanimously carried, approved to instruct the Foothill Transit's real estate negotiators and Foothill Transit staff to terminate negotiation.

VIII. ADJOURNMENT

17. Adjournment of the January 18, 2012, Foothill Transit Executive Board Meeting.
(12-0277)

There being no further business, the Foothill Transit Executive Board meeting was adjourned at 9:49 a.m.

February 24, 2012

To: Executive Board

Subject: **January Financial Statements and Investment Summary**

Recommendation

Receive and file the Financial Statements and Investment Summary for Fiscal Year 2012.

Analysis

The attached Financial Statements and Investment Report summarize Foothill Transit's unaudited operations and financial condition for the first seven months of the fiscal year ending June 30, 2012.

Foothill Transit's cash position of \$63.0 million is \$500,000 less than the previous month. This decrease of cash is the net change between the uses of cash and sources of cash. Uses of cash include an increase in amounts due from governmental agencies of \$388,500, an increase in account receivable of \$250,000, and a decrease in accounts payable of \$450,000. Sources of cash include excess operating revenues over expenditures of \$600,000.

January 2012 fare revenues were \$1.42 million, which were \$20,000 less than December revenues and 6.34 percent more than the monthly budgeted amount. This is a continuation of the trend established in the prior fiscal year even though budgeted FY 2012 fare revenue estimates were approximately ten percent higher than FY 2011 levels. Ridership has remained relatively flat for more than a year, very similar to the economy. This continues to be good news; the economy may be stabilizing with hopes of future improvements.

Operating costs through January were \$35.66 million, which is \$3.5 million less than the budget. These costs are \$1.1 million or three percent higher than for the same period one year earlier. Foothill Transit had sufficient funds to meet all of its obligations.

Balance Sheet Analysis (Attachment A):

Assets

The balance sheet as of January 31, 2012 shows total assets at \$219.0 million. This total consists primarily of \$147.5 million in fixed assets and \$63.0 million in cash and investments. The cash and investments balance includes \$5.0 million invested in the Local Agency Investment Fund (LAIF); \$17.1 million in non-interest bearing accounts held with Bank of the West; \$26.8 million in an interest bearing account with Bank of the West; \$5.2 million with Chase; \$4.0 million with Bank of the West and \$2.9 million with

Executive Board Meeting – 2/24/12
January Financial Statements and Investment Summary
Page 2

Wells Fargo invested in FDIC insured Certificates of Deposits earning interest through the Certificate of Deposits Account Registry Service (CDARS) program; and \$2.0 million in US Treasury Bills.

Investments (Attachment B)

Our current investments are held in financial instruments pursuant to Foothill Transit's investment policy. Funds held with Bank of the West are in non-interest earning accounts to qualify for FDIC insurance, eliminating the risk of loss. The LAIF investment, the CDARS investments, the deposits with Chase and US Treasury Bills earn interest and are held for future capital and operating funding requirements. These accounts earn interest; however at a very low rate. The LAIF interest rate as of January 2012 was 0.385 percent; slightly more than the previous month's rate of 0.382 percent. The most recent change in the prime interest rate was effective December 16, 2008 reducing it to 3.25 percent. While the prime has not changed in more than two years, LAIF interest rates have continued a downward trend with small increases from time to time.

Liabilities

The accounts payable balance is \$6.3 million. \$3.6 million of this amount represents the amount due and payable to the contractors for December and January services. Other amounts payable include fuel costs of \$476,000, \$427,000 due Metro for stored value sales and \$50,000 for the Monrovia Dial-A-Ride.

Operating Revenue and Expense Analysis (Attachment C):

Fare Revenue

January 2012 fare revenue of \$1.48 million was 1.27 percent less than the monthly budgeted amount and \$20,000 less than the previous month. Year-to-date average monthly revenues through January are \$1.5 million which is \$32,700 or 2.26 percent more than the prior year monthly average. January revenues are 1.27 percent less than the amount budgeted and \$30,000 more than the prior fiscal year monthly average of \$1.45 million. These could be indicators that the economy is neither improving nor weakening, even though recent indicators have indicated everything but a stable economy.

State and Local Funding Subsidies of \$31.7 million (consisting of Transportation Development Act funds, Proposition A and C grants, and other income) were approximately 6.47 percent more than planned for in the budget. The major factor contributing to this increase was the Measure R funding. Foothill Transit has sufficient funds to meet all of its obligations.

Expenses

January year to date operating expenses were \$35.6 million, compared with the budget of \$39.2 million. This difference of approximately \$3.5 million resulted in an 8.97 percent

Executive Board Meeting – 2/24/12
January Financial Statements and Investment Summary
Page 3

favorable variance. The majority of this favorable variance is the result of lower than budgeted service cost of \$1.4 million and fuel cost savings of \$1.3 million, with the balance spread over several departments and not attributable to any one account. It should be noted that the January 2012 year-to-date expenses of \$35.6 million are \$1.0 million more than the prior fiscal year.

Farebox Recovery Ratio

The January 2012 year-to-date farebox recovery ratio was 29.04 percent; 3.08 percent more than the performance target of 25.96 percent. The farebox recovery ratio was derived by dividing the total fare revenue (adjusted for the EZ Transit Pass revenue) figure of \$10,353,498 by the total operating expense figure of \$35,657,041. This ratio has decreased 0.22 percent from the December 2011 figure of 29.26 percent.

Sincerely,



Richard Hasenohrl
Director of Finance



Doran J. Barnes
Executive Director

Attachments

Foothill Transit
Balance Sheet
As of January 31, 2012

Assets

Current Assets:

Cash	\$ 43,913,605
Investments	19,153,465
Due from government agencies	6,184,429
Other receivables	1,901,440
Other assets	307,795
Total Current Assets	<u>71,460,734</u>
Property & Equipment (net of depreciation)	147,541,802
Total Assets	<u><u>\$ 219,002,537</u></u>

Liabilities and Equity

Current Liabilities:

Accounts payable and accrued liabilities	\$ 6,277,646
Current portion of long term debt	1,000,000
Deferred Revenue	<u>34,321,687</u>
Total Liabilities	<u>41,599,333</u>

Equity

Investment in Fixed Assets (net):	
Fund Balance:	<u>177,403,204</u>
Total Equity	<u>177,403,204</u>
Total Liabilities and Equity	<u><u>\$ 219,002,537</u></u>

Summary of Cash and
Investment Account
For January 31, 2012

	Interest Rate	Term	Principal Amount/Book Value	Market Value
Cash:				
Bank of the West-Reg. Checking	N/A	Demand Deposit	\$16,456,057	\$16,456,057
Petty Cash	N/A	N/A	400	400
Revolving Fund - Transit Stores	N/A	N/A	1,500	1,500
Bank of the West-Money Market	0.150%	Demand Deposit	10,019,192	10,019,192
Bank of the West-Money Market	0.250%	Demand Deposit	4,503,444	4,503,444
Bank of the West-Money Market	0.250%	Demand Deposit	4,900,544	4,900,544
Bank of the West-Excise Tax	N/A	Demand Deposit	7,374,259	7,374,259
Bank of the West-CTAF ³ Fund	0.750%	Demand Deposit	658,210	658,210
Subtotal Cash on Hand			43,913,605	43,913,605
Unrestricted Investments:				
Chase Business Saving	0.500%	Demand Deposit	5,155,675	5,155,675
Bank of the West-CDARS	N/A	Cert. of Deposit	4,000,000	4,000,000
Wells Fargo-CDARS	0.175%		2,988,000	2,988,000
Treasury Bills			1,998,787	1,998,787
LAIF Investment	0.381%	Demand Deposit	5,011,003	5,011,003
Subtotal Unrestricted Investments			19,153,465	19,153,465
Total Cash and Investments			<u>\$63,067,070</u>	<u>\$63,067,070</u>

Notes:

- 1) The investments listed above are in compliance with Foothill Transit's Investment Policy dated July 22, 2004.
- 2) Foothill Transit has the ability to meet its expenditure requirements for the next six months.
- 3) California Transit Assistance Funds

Foothill Transit
Statement of Revenue and Expense
For Month Ended January 31 2012

	Actual January-12	Budget January-12	Variance Favorable (Unfavorable)	Actual January-11
Operating Revenue				
Farebox	\$6,590,361	\$6,836,433	(3.60%)	\$6,279,703
Pass Sales	1,806,569	1,550,733	16.50%	1,713,942
TAP Cash Purse	1,164,493	829,850	40.33%	1,331,165
MetroLink	29,437	15,458	90.43%	17,005
EZ Transit Pass	1,104,638	825,650	33.79%	696,466
Total Operating Revenue	10,695,498	10,058,125	6.34%	10,038,281
Non-Operating Revenue				
FTA Sec 5307 Operating	1,311,569			1,986,602
FTA Sec 5307 ARRA				397,988
Transportation Development Act (TDA)	10,169,572	12,668,367	(19.72%)	8,151,215
STA	1,922,466	1,895,833	1.40%	5,280,754
Prop A 40% Discretionary	7,824,959	7,000,000	11.79%	7,432,125
Prop A & C Interest				(10,918)
Prop A 40% BSCP	2,214,793	1,691,667	30.92%	1,227,164
Prop C Base Restructuring	1,035,846	991,667	4.46%	1,015,637
Prop C BSIP	482,261	473,083	1.94%	472,850
Prop C Transit Service Expansion	172,615	169,167	2.04%	169,246
Transit Security-Operating	360,304	350,000	2.94%	317,193
Measure R Operating	5,121,284	3,669,167	39.58%	4,322,891
Excise Tax Credit				
Gain on Sale of Fixed Assets				
ARRA				
Auxiliary Revenue	1,096,420	875,000	25.31%	990,555
Total Non-Operating Revenue	31,712,090	29,783,951	6.47%	31,753,302
Total Revenue	42,407,587	39,842,076	6.44%	41,791,583
Available Capital Funding				
Capital Grants	4,454,611			13,749,144
Other				
Total Revenue and Capital Funding	46,862,199	39,842,076		55,540,727
OPERATING EXPENSES				
Operations	29,817,014	32,767,408	9.00%	29,356,054
Marketing and Communications	836,477	930,125	10.07%	711,103
Information Technology	932,130	1,014,417	8.11%	730,409
Administration	753,948	1,037,196	27.31%	1,102,814
Procurement	566,589	372,079	(52.28%)	
Sales and Service	1,010,088	1,019,900	0.96%	964,677
Finance	714,171	737,450	3.16%	598,075
Safety and Security	383,908	468,417	18.04%	364,238
Planning	290,293	400,517	27.52%	324,755
Building Management	352,423	423,733	16.83%	447,116
Total Operating Expenses	35,657,041	39,171,242	8.97%	34,599,241
Capital and Other Expenses				
Capital	4,471,051		N/A	13,806,314
Interest			N/A	
Dial-A-Ride	420,265		N/A	339,965
Special Services	100,078		N/A	197,317
Other Misc. expense	99,694		N/A	23,969
Total Capital and Other Expenditures	5,091,088		N/A	14,367,564
Increase (Decrease) of Revenues Over Expenditures	\$ 6,114,070			\$ 6,573,921

February 24, 2012

To: Executive Board

Subject: **January Performance Indicators Report**

Recommendation

Receive and file the January 2012 Performance Indicators Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded by the farebox for January 2012 was 1,105,137. This is 2.5 percent below January 2011 ridership.
- **Fare Revenue** – Total fare revenue for January 2011 was \$1,420,704, resulting in an average fare of \$1.29 per boarding. This is a decrease of five percent over January 2011 revenue levels.
- **Operating Expenses** – Total operating expenses for January 2012 were \$5,117,833 resulting in an average cost per service hour of \$84.59. Total operating expenditures show an increase of 7.6 percent from January 2011 figures.
- **Accidents** – There were four preventable accidents in January 2012 for an average of 0.37 preventable accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 8.3 complaints per 100,000 boardings for January. This is an increase of 19.4 percent over the January 2011 figures.
- **Schedule Adherence** – This month, 85 percent of all trips surveyed were on-time. This is an improvement of 6.4 percent when compared to January 2011.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

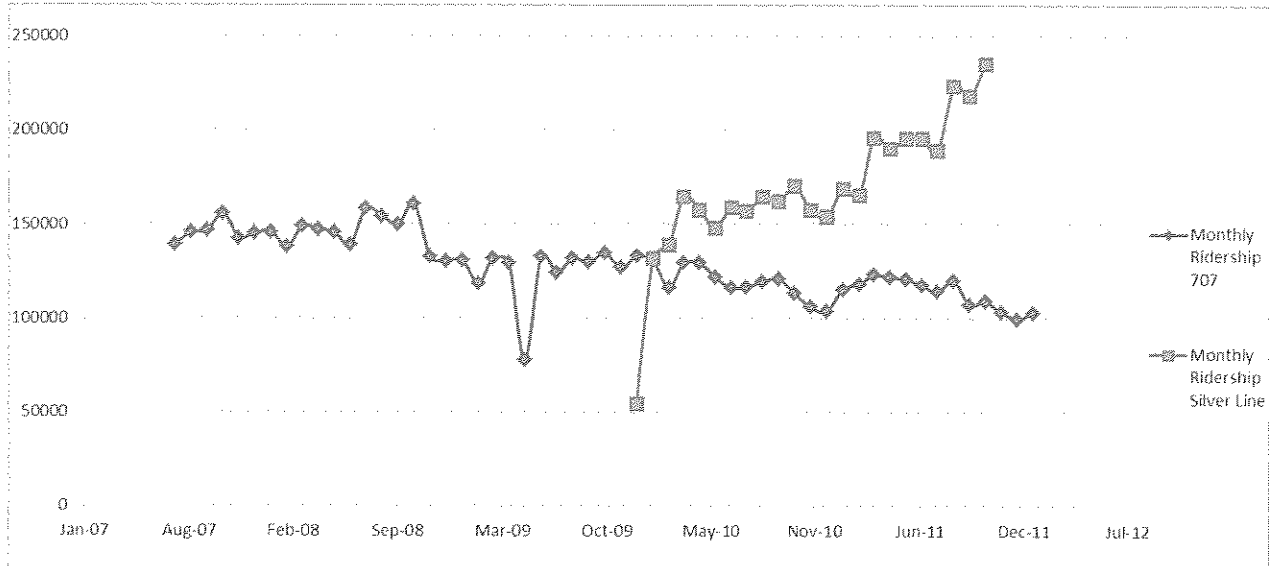
Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in January 2012 were 1,105,137. This is a decrease of 2.5 percent when compared to January 2011 figures. Like December, ridership also trends below the average in January due to the New Year's holiday vacation period. During the first week of January, many local schools are still on vacation and some universities and community colleges do not begin their semester until the second full week of the month. A few, like Rio Hondo Community College who is also a participant of the Go Rio pass program, begin their winter session on January 29. Approximately four percent of Foothill Transit's overall monthly ridership is made up of students.

Another factor in the decrease in ridership compared to January 2010 is declining ridership on the Silver Streak. While ridership has increased on other Foothill Transit routes, ridership on the Silver Streak, specifically between the El Monte Station (EMS) and downtown Los Angeles (DTLA) continues to decline. Silver Streak year-to-date figures reflect a five percent drop in overall ridership. Since the inception of Metro's Silver Line, The Silver Streak has recorded a 16 percent drop in ridership. The Silver Line duplicates the Silver Streak between EMS and DTLA at a higher frequency and lower fare.

Executive Board Meeting – 2/24/12
Performance Indicators Report – January 2012
Page 3



Silver Streak and Silver Line monthly ridership, from inception to present.

The total recorded fare revenue in January 2012 was \$1,420,704 million, representing a 3.7 percent decrease from January 2011. The drop in ridership contributed to the decrease in revenues for the month, resulting in an average fare per boarding of \$1.29.

Total expenditures for the month were \$5.1 million; this is an increase of 7.6 percent from January 2011 figures. Overall year-to-date revenues currently show an improvement of three percent over the previous fiscal year while expenditures have increased also by three percent.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. In January 2012 there were a total of four preventable accidents, producing an average of 0.37 preventable accidents per 100,000 miles for the month. This is an improvement of 25 percent over January 2011 figures. Year to date accidents

Executive Board Meeting – 2/24/12
Performance Indicators Report – January 2012
Page 4

are reflecting 0.46 preventable accidents per 100,000 miles. This is an increase of almost 30 percent from the previous fiscal year.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

In January, eight complaints per 100,000 boardings were recorded. This is an increase of 19.4 percent over January 2011. Of the 92 complaints received during the month, 47 were related to schedule adherence. There were also 14 complaints related to operator courtesy, two related to safety, and four related to fares. The agency also received a total of 15 compliments for the month.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In January 2012 the agency achieved an average of 85 percent on-time performance on all lines. While this is below the performance target of 90 percent, it is an improvement of six percent over January 2011 figures.

Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative office allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 22 seconds during January 2012 is below the performance target of 50 seconds. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In January 2011, Foothill Transit averaged 18,233 miles between service interruptions. This is above the fiscal year target of 15,000 miles, and represents a decrease of 43 percent when compared to January 2011 figures. This indicator not only measures the overall performance of Foothill Transit's maintenance, but also reflects customer delays as a result of mechanical service interruptions.

Executive Board Meeting – 2/24/12
Performance Indicators Report – January 2012
Page 5

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 19.7 boardings per vehicle service hour in January 2011. This is below the fiscal year performance target of 20.0 and also represents a decrease of two percent from January 2011. The 56,236 service hours operated during the month remain unchanged from January 2011 totals. Year-to-date boardings per service hours are also on par with FY-2011 figures.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In January 2012, the agency averaged 45,079 boardings per weekday. This figure essentially matches the January 2011 figures, and is three percent above the 44,000 performance target.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in January 2011 was \$91.01. This is a seven percent increase when compared to January 2011 figures and is six percent below the fiscal year target of \$96.27. The year-to-date cost per hour reflect an increase of three percent over the previous fiscal year.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

The January farebox recovery ratio was 27.76 percent. This is ten percent below the January 2011 figure and is eight percent above performance target of 25.96. For the fiscal year, farebox recovery ratio is at 29 percent. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.



Executive Board Meeting – 2/24/12
Performance Indicators Report – January 2012
Page 6

Sincerely,

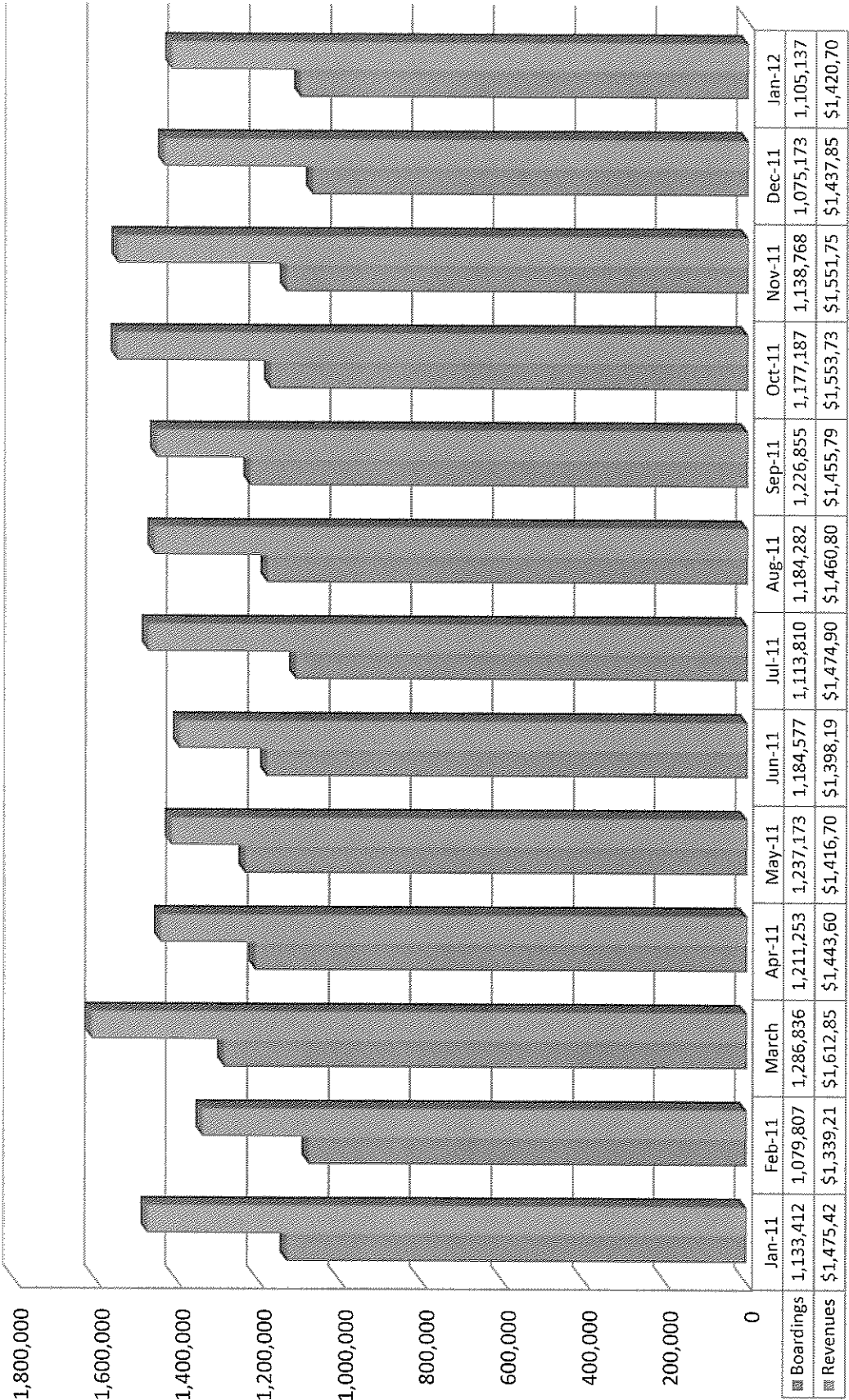
Dietter A. Aragon
Planning Manager


Doran J. Barnes
Executive Director

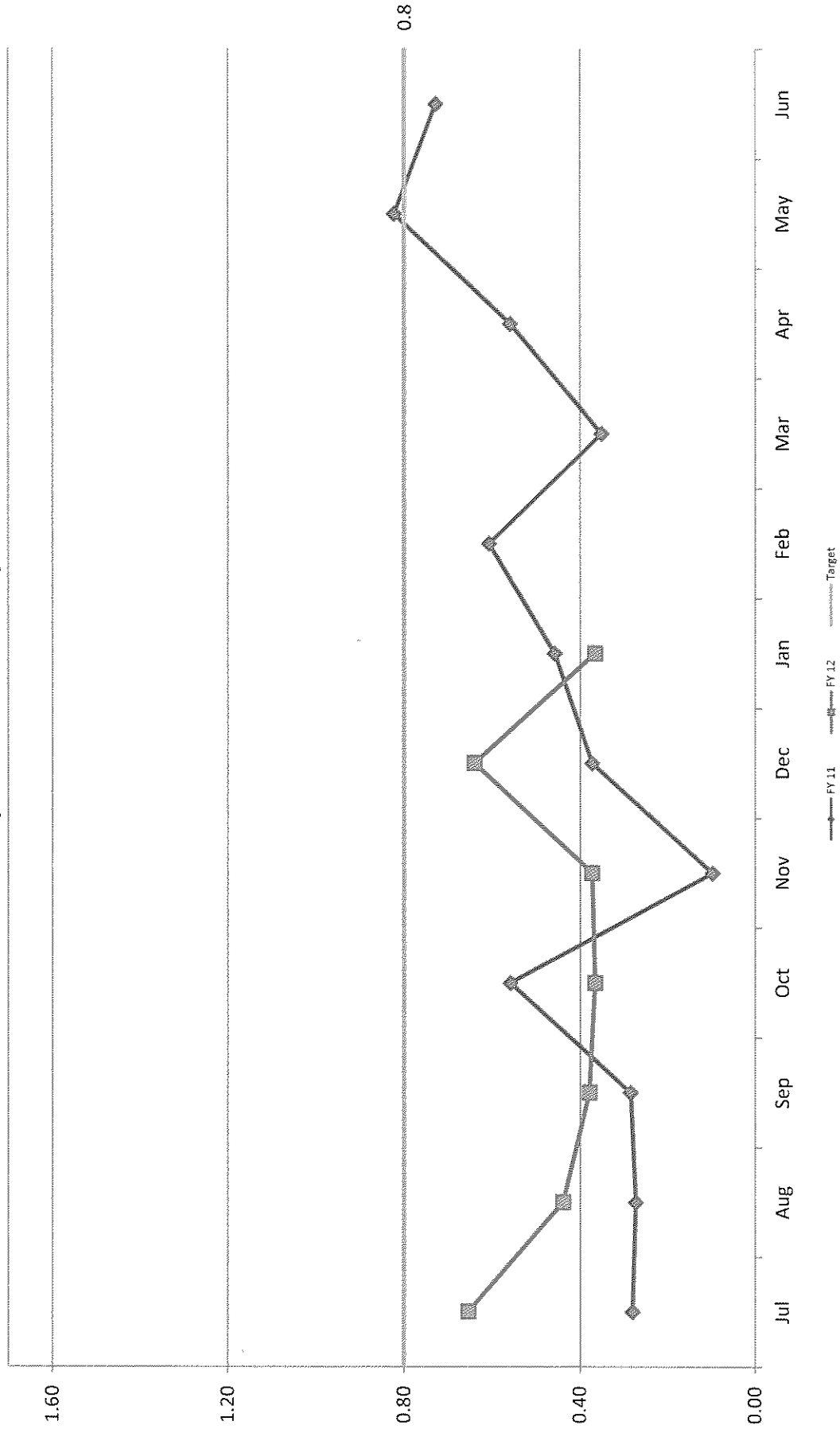
Attachment A: Key Indicators Report
January-12

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,105,137	N/A	1,133,412	-2.49%	N/A	8,021,213	N/A	7,985,410	0.45%
	Vehicle Service Hours		56,236	N/A	56,221	0.03%	N/A	392,004	N/A	393,590	-0.40%
	Total Fare Revenue	B	\$1,418,662	N/A	\$1,475,426	-3.85%	N/A	\$10,353,498	N/A	\$10,053,291	2.99%
	Total Operating Expense		\$5,117,833	N/A	\$4,755,851	-7.61%	N/A	\$35,657,041	N/A	\$34,599,241	-3.06%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.37	X	0.46	-25.04%	0.80	0.46	X	0.33	27.68%
	Complaints per 100,000 Boardings	D	8.32		6.97	-19.44%	7.5	10.71		8.50	-25.94%
	Schedule Adherence	E	85.0%		79.9%	6.40%	90%	86.1%		82.1%	4.86%
	Average Hold Time	F	0:22	X	0:20	10.00%	0:50	0:31	X	0:23	33.13%
Operate an Effective Transit System	Average Miles Between Service Interruptions	G	18,233	X	32,167	-43.32%	15,000	30,580	X	28,846	6.01%
	Boardings per Vehicle Service Hour	H	19.7		20.2	-2.48%	20.0	20.5	X	20.3	0.99%
	Average Weekday Boardings	I	45,079	X	44,819	0.58%	44,000	45,672	X	45,586	0.19%
	Average Cost per Vehicle Service Hour	J	\$91.01	X	\$84.59	-7.58%	\$96.27	\$90.96	X	\$87.91	-3.47%
Operate an Efficient Transit System	Farebox Recovery Ratio	K	27.72%	X	31.02%	-10.65%	25.96%	29.04%	X	29.06%	-0.07%

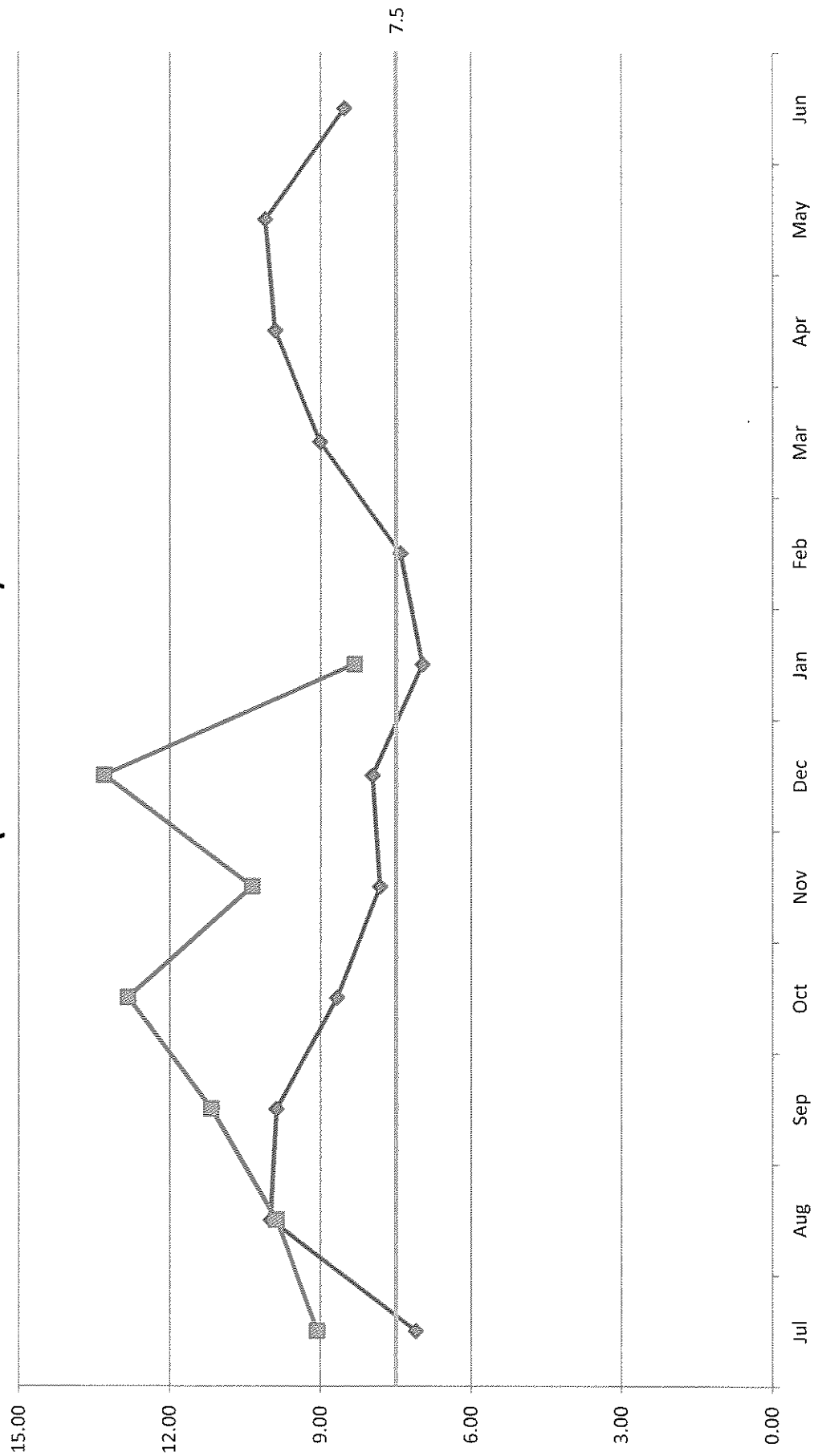
Attachment B: Total Boardings vs. Total Revenues



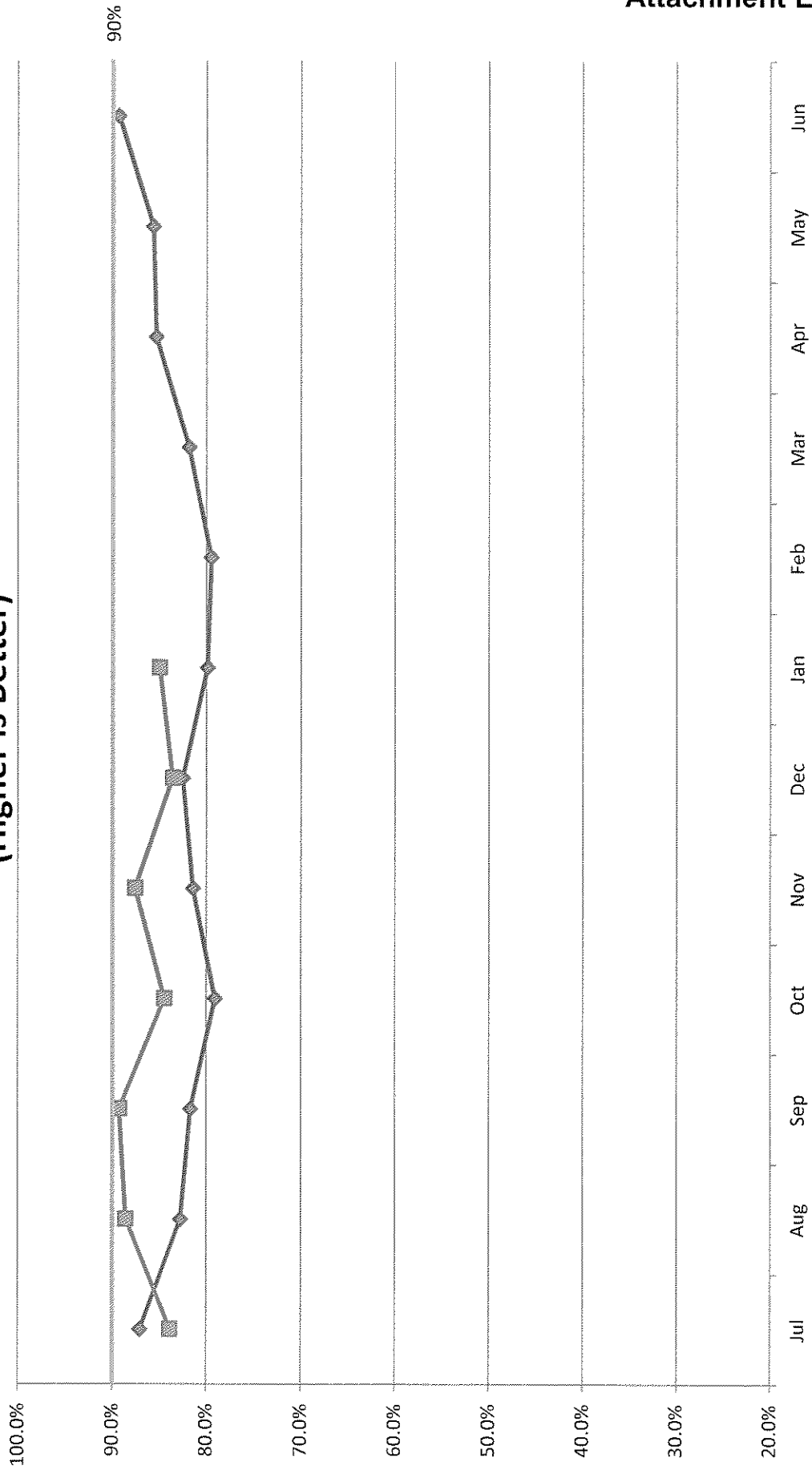
Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)



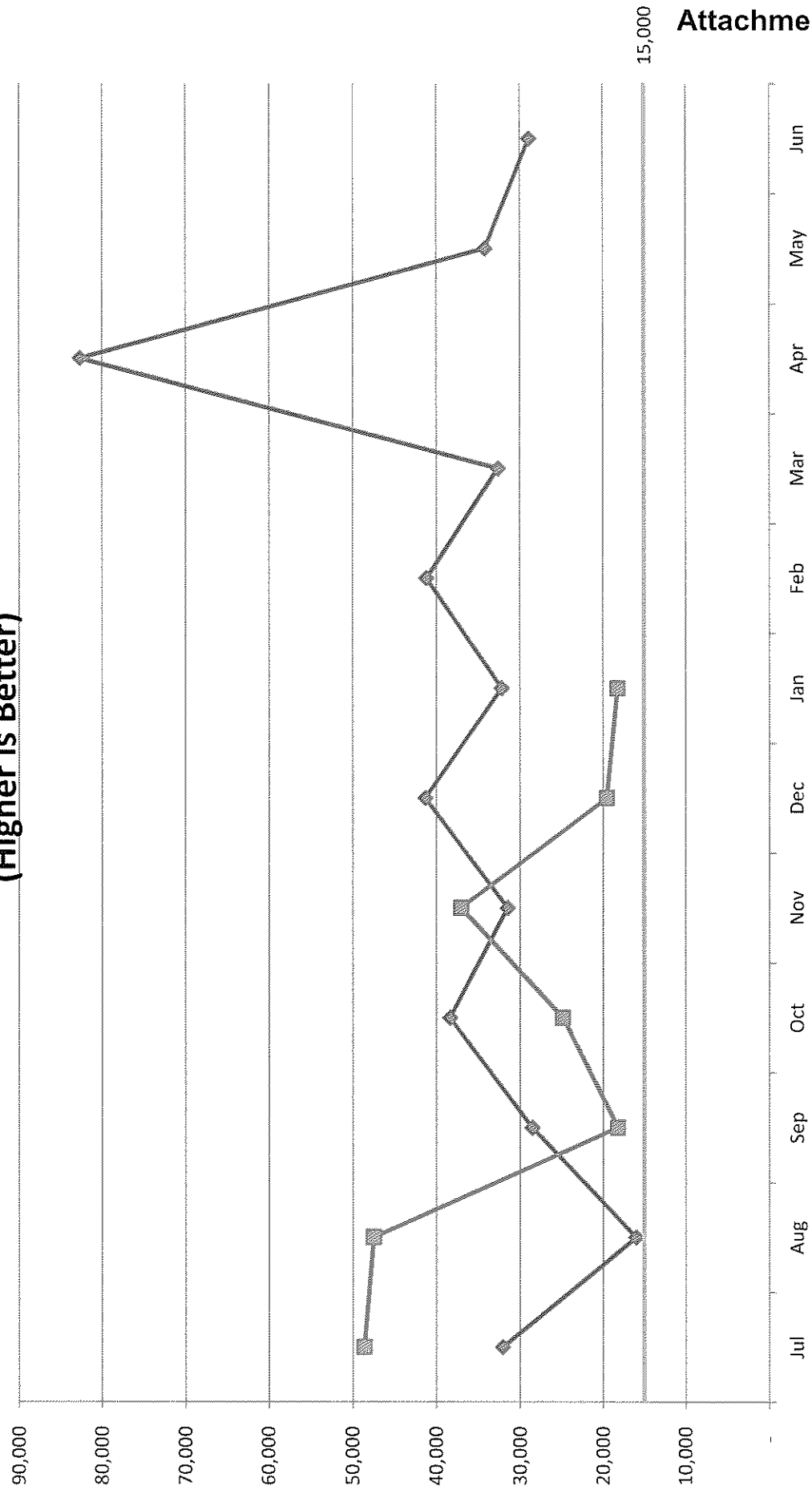
Attachment D: Complaints per 100,000 Boardings (Lower is Better)



Attachment E: Schedule Adherence
(Higher is Better)



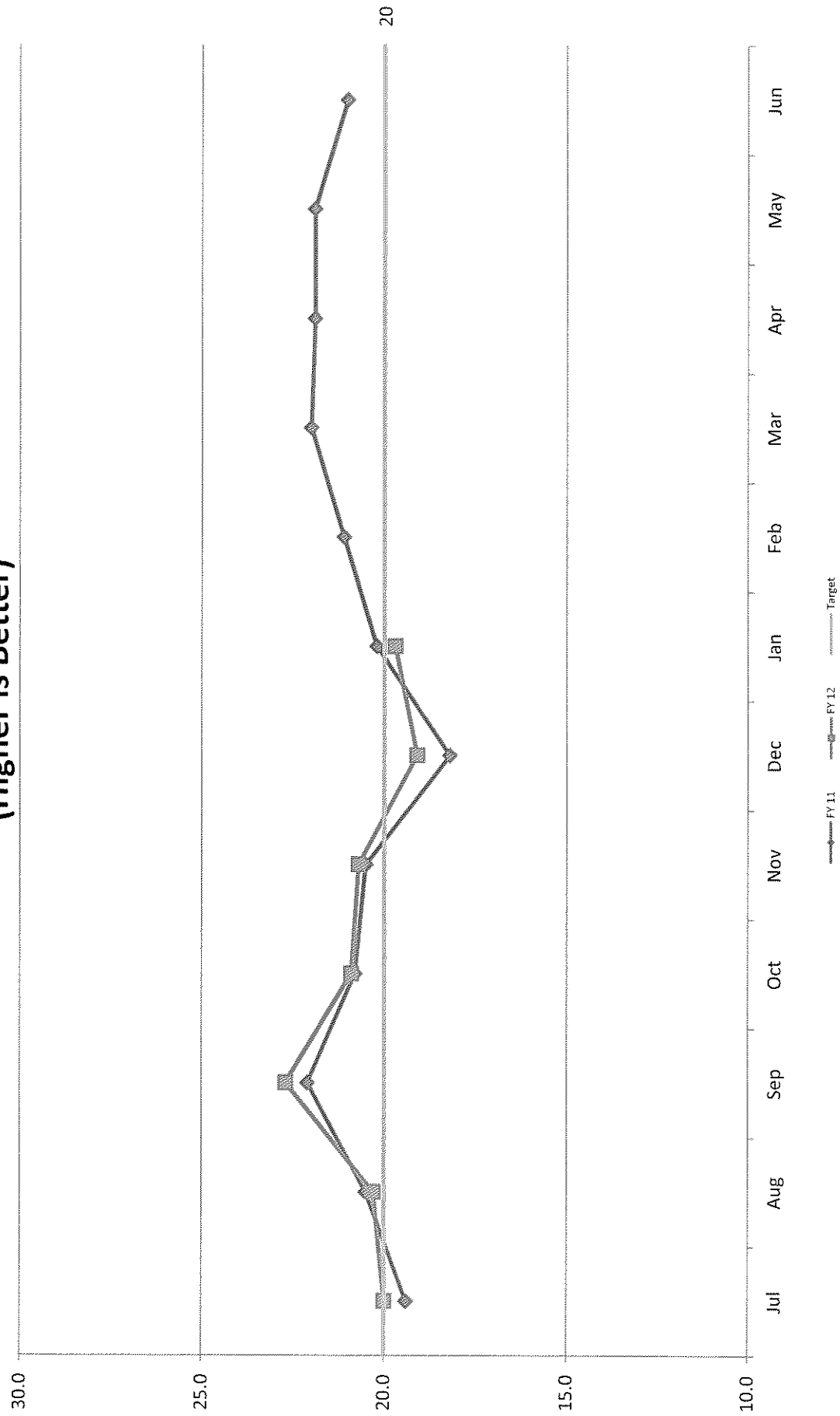
Attachment G: Average Miles Between Service Interruptions (Higher is Better)



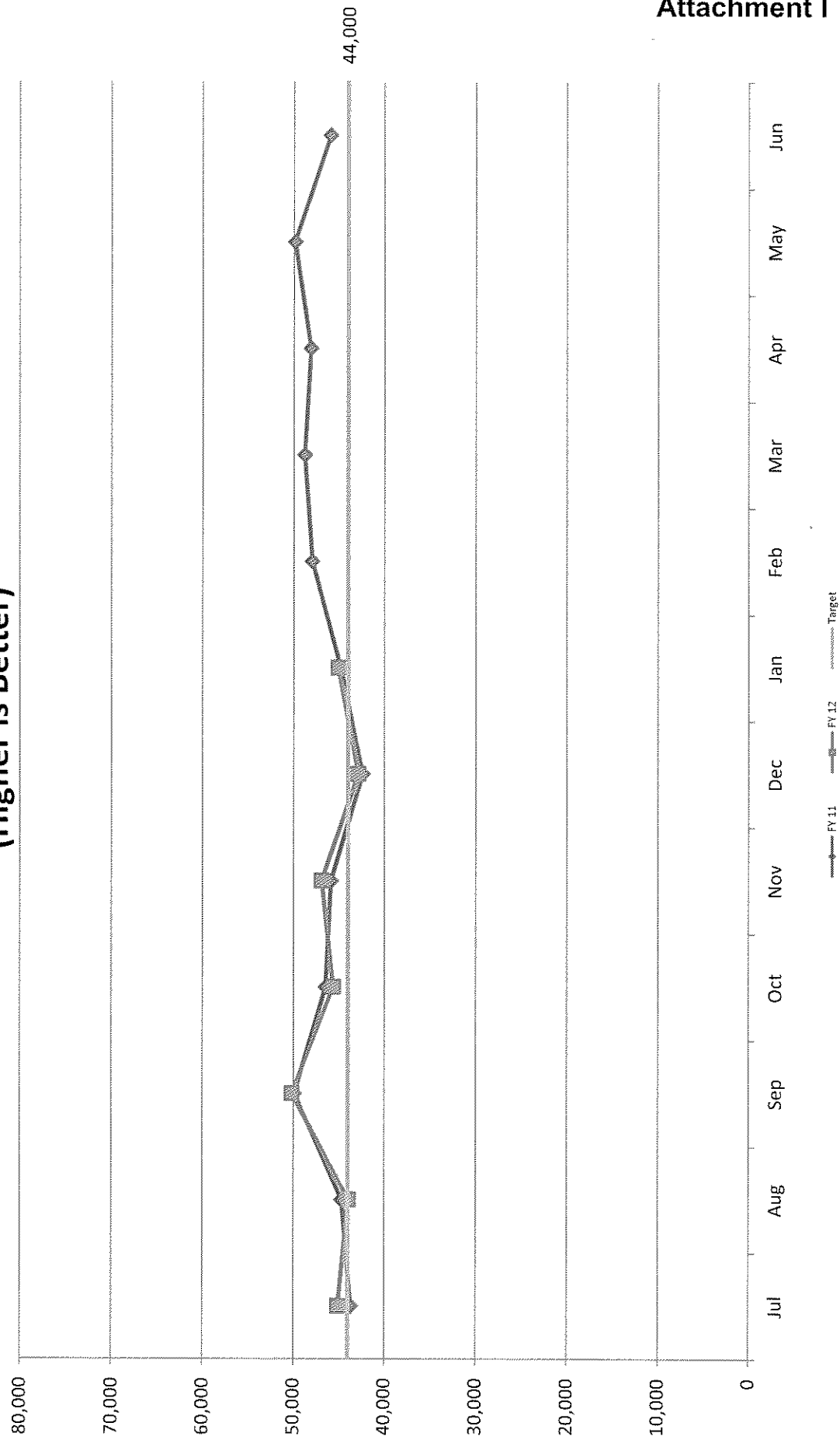
Attachment F: Average Hold Time (Lower is Better)



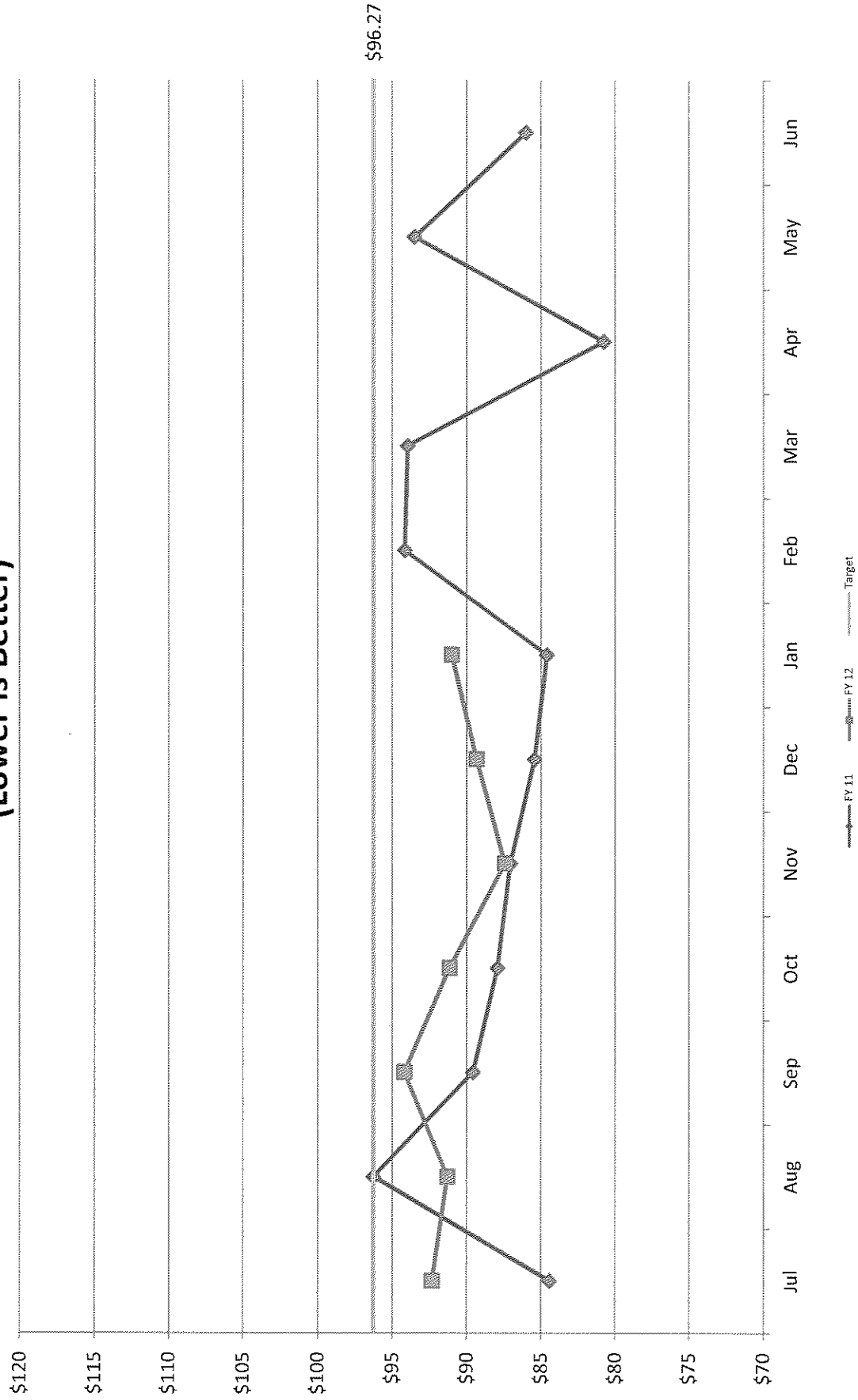
Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



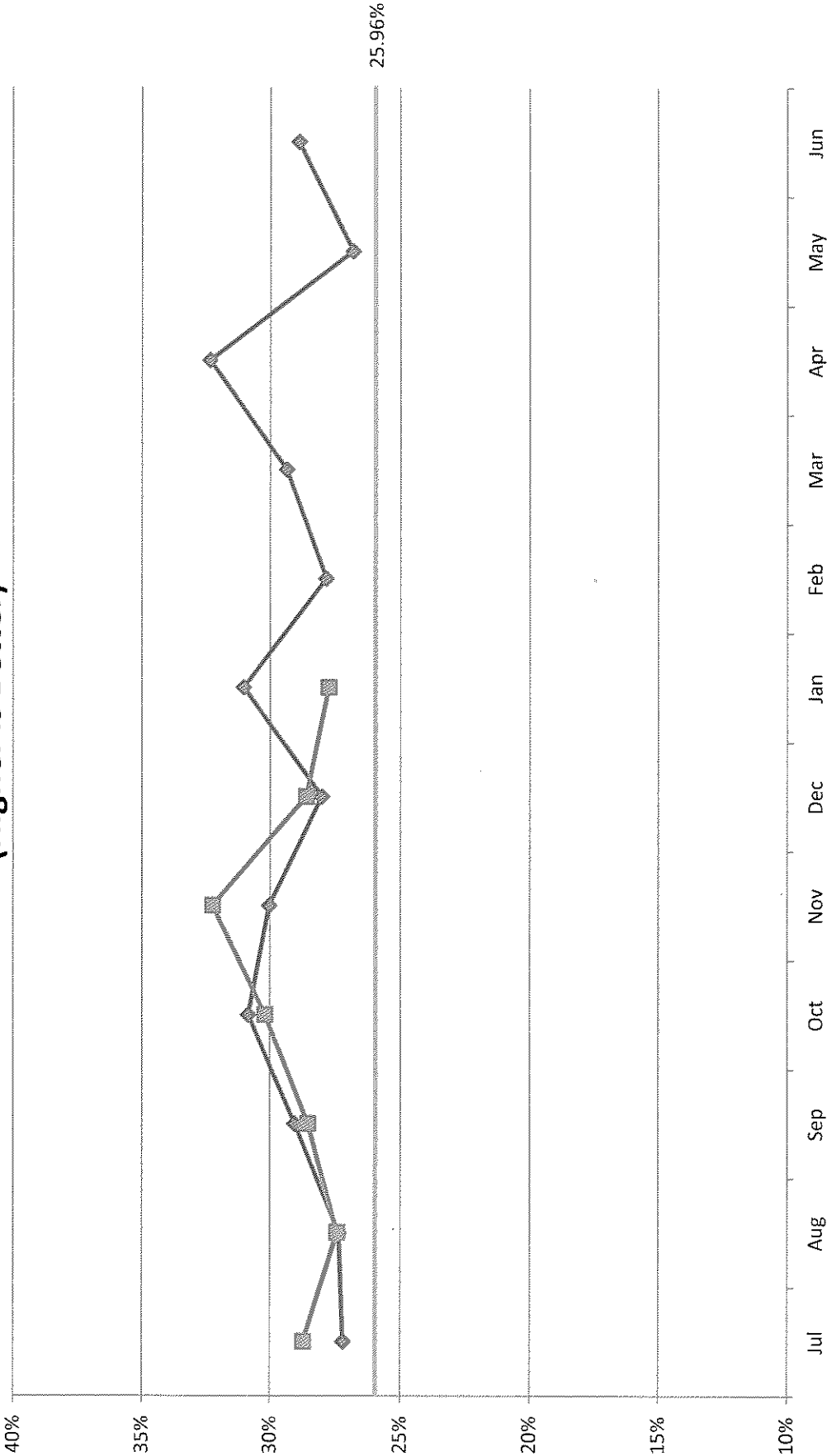
Attachment I: Average Weekday Boardings (Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)



**Attachment K: Farebox Recovery Ratio
(Higher is Better)**



Attachment L: Operations Report - Total System
January-12

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Average Fare per Boarding	\$1.28	\$1.30	-1.39%	\$1.25	\$1.29	X	\$1.26	2.67%
Average Cost per Boarding	\$4.63	\$4.20	-10.36%	\$4.81	\$4.45	X	\$4.33	-2.60%
Average Subsidy per Boarding	\$3.35	\$2.89	-15.65%	\$3.56	\$3.15	X	\$3.07	-2.57%
Total Vehicle Miles	1,093,996	1,093,683	0.03%	N/A	7,623,116	N/A	7,528,917	1.25%
Vehicle Service Miles	836,182	836,119	0.01%	N/A	5,816,274	N/A	5,835,870	-0.34%
Total Vehicle Hours	66,277	66,265	0.02%	N/A	461,337	N/A	462,982	-0.36%
In-Service Speed	14.9	14.9	-0.02%	N/A	14.8	N/A	14.8	0.07%
Boardings per Vehicle Service Mile	1.32	1.36	-2.50%	N/A	1.38	N/A	1.37	0.79%

February 24, 2012

To: Executive Board

Subject: **2012 Legislative Summary**

Recommendation

Receive and file the February 2012 Legislative Summary. There are no recommended positions on bills this month.

Analysis

A summary of state and federal legislation and its status is attached. State Controller John Chiang announced California will run out of cash by early March if the state does not take swift action to find \$3.3 billion through payment delays and borrowing. The announcement is surprising since lawmakers previously believed the state had enough cash to last through the fiscal year that ends in June. Chiang however said additional cash management solutions are needed because state tax revenues are \$2.6 billion less than what Governor Jerry Brown and state lawmakers assumed in their optimistic budget last year. Chiang said the state is spending \$2.6 billion more than state leaders planned on. Chiang, after consultation with the Department of Finance and state Treasurer Bill Lockyer, is also seeking about \$2.4 billion in delayed payments to universities, counties and Medi-Cal, as well as additional borrowing from outside investors. Absent these actions, it is estimated the state would fall below its prudent \$2.5 billion cash cushion on Feb. 29. On March 8, the state would actually end up \$730 million in the red and would be below the safe cash cushion for several weeks ending April 13. At this point, no direct impact on state transit funding is anticipated.

Exciting and problematic news from Washington, D.C. this month! Over two years and eight extensions have passed since the Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU) expired on September 30, 2009. The latest extension was scheduled to expire on March 31 of this year. Major action on surface transportation authorization bills occurred this month in the House and Senate, as the House Transportation & Infrastructure (T&I) Committee and the Senate Banking, Housing, and Urban Affairs Committee each marked-up their respective authorization proposals. While the T&I Committee will lead efforts on the House proposal, other committees will have important roles in crafting financing portions of the bill. The House Ways and Means Committee, as well as the Energy and Commerce, and the Natural Resources Committees will develop separate financing titles for the bill.

The Senate voted 85-11 on a procedural motion that allows the Senate to begin debate on S. 1813, the Moving Ahead for Progress in the 21st Century (MAP-21) Bill. This vote is an important step in the process as it allows the Senate to formally begin consideration of amendments to the surface transportation authorization bill. The

Executive Board Meeting – 2/24/12
2012 Legislative Summary
Page 2

Senate will first consider amendments to the highway title of the bill and then move to the Banking Committee title which contains transit related provisions, and then to the Finance Committee title which contains the bill's financing provisions. The Senate Commerce, Science and Transportation Committee is expected to offer an amendment with provisions related to freight and passenger rail.

As the Senate progresses with their bill, the House continues to advance H.R. 7, the American Energy and Infrastructure Jobs Act of 2012. The House Ways and Means Committee approved the financing title of H.R. 7 by a vote of 20-17. This title would eliminate the Mass Transit Account (MTA) of the Highway Trust Fund (HTF), undoing 30 years of dedicated funding to public transportation from the motor vehicle fuels tax. The Ways and Means title requires that all Fiscal Year 2012 funds deposited into the MTA are to be redirected into the Highway Account of the HTF and creates a new "Alternative Transportation Account" that would provide funding for public transportation programs as well as the Congestion Mitigation and Air Quality Control (CMAQ) program, and several other programs. Additionally, the title would provide a one-time General Fund appropriation of \$40 billion to the Alternative Transportation Account.

Fortunately, a number of House members understand that a discontinuation of a dedicated revenue source for transportation creates a serious problem for our industry. A bipartisan amendment to restore the Mass Transit Account and return dedicated motor fuels tax revenues to public transportation has been offered by Representatives Nadler (D-NY), LaTourette (R-OH), Blumenauer (D-OR), Gibson (R-NY), Crowley (D-NY), Turner (R-NY), Rangel (D-NY) and Grimm (R-NY). We have been working with the American Public Transportation Association (APTA) and our House Delegation to pass this urgently needed amendment.

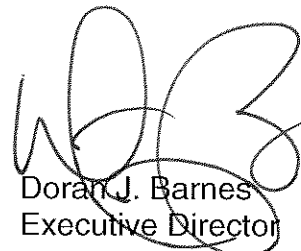
Financial Impact

The state cash flow situation has no direct impact to transit funding at this time. The elimination of the Federal Mass Transit Account and dedicated transportation funding would create severe funding problems for transportation nationwide

Sincerely,



David Reyno
Director of Government Relations



Doran J. Barnes
Executive Director

2012 Legislation Summary

Current as of 2/13/2012

(Amendments and Bills with updated status or requesting action are indicated in **bold**)

Bill No.	Author	Analysis	Potential Impacts	Location	Outside Agency Positions	Recommended Position
AB 147	Dickinson	Existing law under the Subdivision Map Act authorizes cities and counties to charge developer fees to defray the costs of infrastructure improvements to support development projects. Development impact fees levied under the Subdivision Map Act are charged as a condition of approval of a final map or building permit. Current law limits the use of these fees for the mitigation of traffic impacts to bridges and major thoroughfares. AB 147 would authorize a local agency to also use this fee for transit, bicycle, and pedestrian facilities.	This bill could mean more local money provided to Foothill Transit for facility construction.	Signed by the Governor & Chaptered by the Secretary of State - 9/6/2011	CTA - Support	Support Position Adopted 3/25/2011
AB 345	Atkins	Would require the Department of Transportation (Caltrans) to ensure that any committee or formal group of the California Traffic Control Devices Committee (CTCDC) includes representation from all users of the road, including public transit, thereby improving the implementation of complete streets policies.	This bill will make certain that the interests of state public transit agencies including Foothill Transit are represented on the CTCDC.	Senate Inactive File	CTA - Support	Support Position Adopted 5/27/2011
AB 485	Ma	Would provide an optional financing mechanism to allow transit agencies greater incentives and opportunities to explore transit-oriented development (TOD) options with local governments. Furthermore, if a city or county wishes to pursue a TOD project with a local transit agency within an existing "transit village development district," they may pursue an agreement setting forth the conditions by which bonds could be issued to develop and make improvements to a specific transit station.	This bill would provide Foothill Transit greater opportunities to work with our member cities and the County to pursue transit oriented development partnerships.	Senate Committee on Governance and Finance	CTA - Support	Support Position Adopted 4/27/2011
AB 650	Blumenfeld	This bill would establish the Blue Ribbon Task Force on Public Transportation for the 21st Century and would require the task force to be comprised of 12 specified members appointed by the Senate Committee on Rules and the Speaker of the Assembly by March 31, 2012. The bill would require the task force to prepare a written report that contains specified findings and recommendations relating to the current state of California's transit system, the estimated cost of creating the needed system over various terms, and potential sources of funding to sustain the transit system's needs, and to submit the report by March 31, 2013, to the Governor and other key legislative bodies.	We understand that members of the environmental community will have a role on the Task Force which brings an important voice for transit into the mix who has not been actively involved previously.	Vetoed by the Governor -- 9/26/2011	CTA -- Support LA Metro - Support	Support Position Adopted 3/25/2011
AB 1097	Skinner	Would require the Secretary of the Business, Transportation and Housing Agency to authorize a state or local agency receiving federal funds for transit purposes to provide a bidding preference to a bidder if the bidder meets or exceeds Buy America requirements applicable to federally funded transit projects.	Existing federal guidelines preclude state transit agencies that receive federal funds from crediting American-made products and manufacturing at a greater than 60% level unless a state Buy American provision exists in statute that is more stringent than Federal Transit Administration (FTA) standards. The State of California currently has no such preference law. By authorizing transit agencies to assign more credit to bidders that use a higher percentage of domestic content	Signed by the Governor & Chaptered by the Secretary of State - 10/2/2011	CTA -- Support	Support Position Adopted 8/26/2011

2012 Legislation Summary

Current as of 2/13/2012

(Amendments and Bills with updated status or requesting action are indicated in **bold**)

Bill No.	Author	Analysis	Potential Impacts	Location	Outside Agency Positions	Recommended Position
SB 582	Emmerson	Existing law requires transportation planning agencies to undertake various transportation planning activities, including preparation of a regional transportation plan and also requires transportation planning agencies that are designated under federal law as metropolitan planning organizations (MPO's) to include a sustainable communities strategy as part of the regional transportation plan for their region. SB 582, beginning on January 1, 2013, would authorize a metropolitan planning organization, in partnership with the local air quality management district, to adopt a commute benefit ordinance that requires covered employers operating within the common jurisdiction of the organization and district with 20 or more covered employees to offer those employees certain commute benefits.	than federal guidelines require, this bill may assist in stimulating more manufacturing in this country to support transit needs and create jobs in the United States and California. Additional commuter benefits could mean more potential riders on Foothill Transit's system.	Vetoed by the Governor – 8/1/2011	CTA – Support	Support Position Adopted 3/25/2011
H.R. 1380	Sullivan	The New Alternative Transportation to Give Americans Solutions Act of 2011 is designed to promote a switchover from petroleum-based fuels to natural gas for transportation. The bill would provide a variety of tax breaks to transit agencies, trucking companies, vehicle owners and vehicle manufacturers to transition from gasoline and diesel to natural gas and provide approximately \$5 billion in subsidies over a five year period. Transit agency tax breaks would include amending the Internal Revenue Code to allow an excise tax credit through 2016 for alternative fuels and fuel mixtures involving compressed or liquefied natural gas.	The extension of the alternative fuels excise tax credit until 2016 would provide Foothill Transit with an ongoing operating funding source for the next five years.	House Committee on Energy and Commerce	Clean Energy	Support

February 24, 2012

To: Executive Board

Subject: **Foothill Transit Records Retention & Destruction Policy**

Recommendation

Adopt the Foothill Transit Records Retention & Destruction Policy.

Analysis

Foothill Transit currently does not have a policy in place to guide staff in the proper retention and disposal of agency's records. Currently storage locations at the Pomona Operations & Maintenance Facility and at the Foothill Transit Warehouse located at the Arcadia Operations & Maintenance Facility have or are about to reach capacity.

Implementation of the policy will be the first step in addressing some of the records management challenges facing the agency. Once adopted and implemented, any necessary revisions to the policy will be brought back to the Executive Board for consideration and approval. Foothill Transit's legal and administrative teams have also begun the process of drafting a records retention schedule. Each functional area has begun identifying vital records to include as part of the records retention schedule. The record retention schedule will be presented to the board for its consideration in the coming months.

In general, the policy states:

- All documents shall be retained in their original form for two years. Emails are not centrally maintained, and therefore, only specifically designated emails will be retained for the specified duration.
- Except where a longer retention period is required, after two years, the Agency, with the Executive Director's approval, may destroy any original document with the Agency retaining a record or copy of these documents.
- Records that pertain to matters that will not be needed for future reference may be disposed of as soon as convenient.
- The Agency shall retain original administrative, legal, fiscal and/or historical records with continued value (e.g. records for long-term transactions, pending litigation and/or special projects) until all matters pertaining to such records are completely resolved or the time of or appeal has expired.

Executive Board Meeting – 2/24/12
Foothill Transit Records Retention & Destruction Policy
Page 2

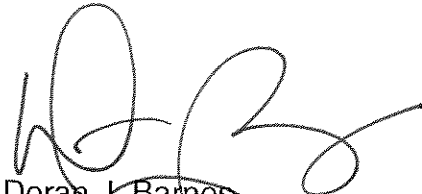
Ultimately, once a policy and retention scheduled is in place, it may be beneficial to implement an electronic records management system. That option is currently being investigated by members of the administrative team.

Attachment A is the proposed Foothill Transit Records Retention & Destruction Policy.

Sincerely,

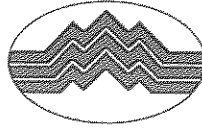


Kevin McDonald
Deputy Executive Director



Doran J. Barnes
Executive Director

Attachment



Foothill Transit

Records Retention and Destruction Policy

Effective _____, 2012

Subject

Retention and destruction of Agency records

Purpose

The purpose of this policy is to provide guidelines to staff regarding the retention or disposal of Agency papers and documents ("records"); provide for the identification, maintenance, safeguarding and disposal of records in the normal course of business; ensure prompt and accurate retrieval of records; and ensure compliance with legal and regulatory requirements.

The Executive Board authorizes the Executive Director to interpret and implement this policy and to cause to be destroyed any and all records that meet the policy specifications. For the purpose of this policy, electronic records, including, but not limited to, email must be analyzed and retained in the same manner and to the same extent as paper records.

Policy

1. Records and information management (RIM) is the systematic control of all records, regardless of media, from their creation or receipt, through their processing, distribution, organization, storage, and retrieval to their disposition. Information flows through the organization in the form of paper and electronic records such as word processing documents, spreadsheets, e-mail, graphical images, and voice or data transmissions.

2. This policy details the requirements and responsibilities to initiate a well-defined RIM program. The RIM program applies to those departments that require a long-term records retention, storage, and destruction program.

A. Ensure only essential records of continuing value are preserved. Records should be retained in the active office areas as long as they serve the immediate administrative, legal, or fiscal purpose for which they were created.

B. Establish safeguards against the illegal removal, loss, or destruction of records. Records either should be disposed of in accordance with an approved records retention schedule or transferred to the records retention center until the prescribed retention period has expired.

C. Management of records is the responsibility of the owner, or creator, of the record. The department director or the director's designated representative should contact the records manager to discuss initiating a records management program or reviewing an existing records management program to properly handle records from their creation through their destruction. Departments can be provided guidance on how records should be organized and stored to ensure timely and efficient retrieval.

D. The records retention schedule is the key tool for departments to use to manage their records effectively. Information is a valuable asset. However, if records that contain information cannot be retrieved efficiently or are retained beyond their legal, regulatory, or administrative retention period, they lose their value and may impose a liability to the organization.

3. Significant recurring activities initiated by the records manager include:

A. Annual inventory of the records center: The records manager will annually inventory all records in the records center to confirm information in the records retention tracking system.

B. Annual review of the records retention schedule: The records manager will have the records retention schedule reviewed and validated annually for accuracy.

C. Annual files purge program: The records manager will advertise and initiate an annual files purge by all departments. The purpose is to have individuals review personal active file systems, as well as electronic document folders, and to purge documents that are no longer required. No original documents are to be destroyed.

General Guidelines

1. The Agency shall generally retain all documents in their original form for two years unless a shorter duration is specifically authorized by State or Federal regulation or a longer duration is specified in the retention schedule. The Agency's emails are not centrally maintained, and therefore, only specifically designated emails will be retained for the specified duration. The Executive Director may authorize the destruction of any duplicate records, including duplicates less than two years old, if no longer needed.

2. Except where a longer retention period is required, after two years, the Agency, with the Executive Director's approval, may destroy any original document with the Agency retaining a record or copy of these documents.

3. Records that pertain to matters that will not be needed for future reference may be disposed of as soon as convenient. For example, preliminary drafts, notes and

memoranda that have been retained for less than 60 days and are no longer needed should be disposed of immediately. All records that are kept for more than 60 days for use or reference by an employee, and that are otherwise exempt, must be treated as a public record.

4. The Agency shall retain original administrative, legal, fiscal and/or historical records with continued value (e.g. records for long-term transactions, pending litigation and/or special projects) until all matters pertaining to such records are completely resolved or the time of or appeal has expired.

5. Except where this policy provides that an original document shall be retained, the Agency may retain records electronically, on microfilm or other media meeting the following requirements:

A. The item must be scanned, photographed, or otherwise reproduced on film or any other medium which does not permit additions, deletions or changes to the original document in compliance with the minimum standards and/or guidelines as recommended by the American National Standards Institute of the Association for Information and Image Management for recording of permanent records or nonpermanent records, whichever applies.

B. The original must be accurately reproduced with all details.

C. The reproductions must be stored in conveniently accessible file, and provision must be made for preserving, examining and using the files.

For the purposes of this policy, every reproduction shall be deemed to be an original record, and a transcript, exemplification, or certified copy of any reproduction will be considered to be that of the original.

Litigation Holds and Other Special Situations

The Agency requires all employees to fully comply with its published records retention schedules and procedures as provided in this policy. All employees should note the following general exception to any stated destruction schedule: If you believe, or Foothill Transit's legal counsel informs you, that the Agency's records are relevant to current litigation, potential litigation (that is, a dispute that could result in litigation), government investigation, audit or other event, you must preserve and not delete, dispose, destroy or change those records, including e-mails, until Foothill Transit's legal counsel determines those records are no longer needed. This exception, usually referred to as a litigation hold or legal hold, replaces any previously or subsequently established destruction schedule for those records. If you believe this exception may apply, or have any question regarding whether it may possibly apply, please contact Foothill Transit's legal counsel.

February 24, 2012

To: Executive Board

Subject: **Proposed FY 2012 Business Plan Initiatives**

This item will be provided under separate cover.

February 24, 2012

To: Executive Board

Subject: **Foothill Transit Disadvantaged Business Enterprise (DBE) Program Update**

Recommendation

Adopt Foothill Transit's updated Disadvantaged Business Enterprise (DBE) Program (**Attachment A**).

Analysis

U.S. Department of Transportation (DOT) regulations require that each public entity receiving DOT funding adopt a DBE Policy and establish an overall DBE goal every three years. The most recently promulgated regulations include a number of changes including updated reporting requirements; updated DBE directory requirements; requirements for fostering small business participation; and clarification of the requirements for monitoring the performance of program participants.

As provided for in the federal regulations, Foothill Transit's DBE program would only apply to its DOT-assisted projects with the exception of bus purchases. Applicable state and local requirements and regulations related to affirmative action, as modified by the California Civil Rights Initiative (Proposition 209), apply to an organization's state and local contract projects, but not to its DOT-assisted projects. Proposition 209 prohibits the granting of preferential treatment in public contracting based on an individual's or firm's race, sex, color, ethnicity or national origin.

On May 1, 2006 the California Department of Transportation ordered a change in the administration of DBE participation, implementing a race-neutral DBE program. The action came as a result of a Ninth Circuit Court of Appeals decision mandating that evidence of discrimination in the transportation contracting industry must be documented in order to implement a race-conscious DBE program. The race-neutral DBE Program may be an interim step, pending the results of an availability and a disparity study to guide the administration of the DBE Program in accordance with 49 CFR Part 26.

Foothill Transit will continue to conduct and enhance its outreach to small businesses, certified and prospective DBE vendors, and expects to meet its annual goal of six percent by using race-neutral means of facilitating DBE participation. Race-neutral DBE participation includes occasions where a DBE is awarded a prime contract through customary competitive procurement procedures; when DBE participation is awarded a subcontract on a prime contract that does not have a DBE goal, and when DBE participation on a prime contract exceeds a contract goal.

Executive Board Meeting – 2/24/12
Foothill Transit Disadvantaged Business Enterprise (DBE) Program Update
Page 2

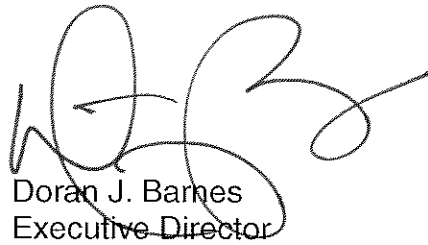
Fiscal Impact

There are some minor costs related to advertising Foothill Transit's DBE Program and goals, contracting opportunities and the enhanced outreach to both DBE and non DBE vendors. These expenses will be included in the Fiscal Year 2013 Business Plan.

Sincerely,



Kevin McDonald
Deputy Executive Director



Doran J. Barnes
Executive Director

February 24, 2012

To: Executive Board

Subject: **Performance Indicators Quarterly Report**

Recommendation

Receive and file the Performance Indicators Quarterly Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses; contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded by the farebox through December 2011 was 6,916,076, this is a slight improvement of one percent over ridership figures for the first half of previous fiscal year.
- **Fare Revenue** – Total fare revenue through December 2011 was \$8,934,836 resulting in an average fare of \$1.29 per boarding.
- **Operating Expenses** – Total operating expenses through December 2011 were \$30,539,208 resulting in an average cost per service hour of \$90.95 through the first half of FY 2012. Total operating expenditures show an increase of two percent when compared to figures from the first half of FY 2011.
- **Accidents** – Preventable accidents averaged 0.45 per 100,000 miles through December 2011. This is an increase of 34 percent when compared to the first half of the previous fiscal year
- **Customer Complaints** – Foothill Transit recorded 11.09 complaints per 100,000 boardings through December 2011. This is an increase of 26 percent when compared to the first half of the previous fiscal year.
- **Schedule Adherence** – Through December 2011, 86.3 percent of all trips surveyed were on-time. This is an improvement of almost five percent when compared to FY 2011 first half results.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

Executive Board Meeting – 2/24/12
Performance Indicators Report – Quarterly Report FY 2012
Page 2

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in December were 1,075,173. This reflects an improvement of almost six percent over December 2010 figures. Historically the overall ridership tends to drop between the Christmas and New Year's Holiday week while schools are on break and many customers taking vacations. With that said, it should be noted that there was a three percent increase in boardings when compared to FY 2012 second quarter results. This is also the second year that Foothill Transit implemented the Limited Commuter Express service from Dec. 26-30. Overall year-to-date boardings continue to show a modest increase of one percent when compared to the previous fiscal year.

The total recorded fare revenue in December 2011 was \$1.4 million, representing an increase of seven percent over December 2010 totals. This resulted in an average fare per boarding of \$1.34 for the month. Revenues alone within the second quarter also reflected an increase of five percent over the FY 2011, second quarter average. The biggest contributor continues to be cash fare revenues with an increase of two percent in the second quarter of the fiscal year. Total expenditures for the month were \$5 million, which represents an increase of five percent over December 2010 figures. Year-to-date fare revenue also shows a four percent improvement over the previous fiscal year.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. In December 2011 there were a total of seven preventable accidents, producing an average of 0.64. Accidents within the second quarter remained flat with the

Executive Board Meeting – 2/24/12
Performance Indicators Report – Quarterly Report FY 2012
Page 3

exception of December, averaging 0.46 preventable accidents per 100,000 miles for the within the second quarter. This is an increase of 25 percent when compared to FY 2011 second quarter results. Year-to-date accidents continue to also below the performance target.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

In December, 13 complaints per 100,000 boardings were recorded. This is above the performance target of 7.5. Of the 143 complaints received during the month, 73 were related to schedule adherence. There were also 44 complaints related to operator courtesy, 14 related to safety, and 12 related to fares. Schedule adherence and courtesy complaints continue to be the highest contributors. Lines 187, 707-Silver Streak and 492 are among the highest recorded averages, and several service adjustments have been made to these lines for the April service change in order mitigate schedule adherence complaints. Both operations contractors have also increased efforts in providing improved customer service. Complaint figures have been higher this year as the span of hours that customers can reach our customer service representatives has been extended. It should be noted that the agency also received 12 compliments for the month.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In December 2011 the agency achieved an average of 83 percent on-time performance on all lines. This is below the performance target of 90 percent and is equivalent to December 2010 figures. With the exception of December, second quarter schedule adherence average reflect an improvement of four percent when compared to the FY 2011 second quarter, Total year-to-date schedule adherence per 100,000 boardings also reflect an overall improvement of almost five percent over FY 2011. Although schedule adherence is below the performance target the slight improvement can be attributed to the decrease in long term road detours; however these are still affecting some of our major lines including the previously mentioned Line 492.

Average Hold Time

Data available from the phone systems at our five Transit Stores and our administrative offices allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 24 seconds during December 2011 is below the performance target of

Executive Board Meeting – 2/24/12
Performance Indicators Report – Quarterly Report FY 2012
Page 4

50 seconds. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner.

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In December 2011, Foothill Transit averaged 19,536 miles between service interruptions. This is decrease of 42percent when compared to the same time in the previous year. This indicator not only measures the overall performance of Foothill Transit's maintenance departments, but also reflects customer delays as a result of mechanical service interruptions. A 36 percent increase was also recorded within the FY 2012 second quarter. Current year-to-date average miles between service interruptions are at 45,547. This is on par with FY 2011 totals.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 19.1 boardings per vehicle service hour in December 2011. This is just below fiscal year performance target of 20.0; however it is an improvement of five percent when compared to December 2010. We continue to visualize an upward trend in Boardings per hour and just within the second quarter we saw an increase of two percent when compared to FY2011 second quarter results. This is great news when considering vehicle service hours have remained flat throughout the fiscal year.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In December 2011, the agency averaged 42,858 boardings per weekday, which is below the fiscal year target of 44,000 boardings per weekday. Average weekday boardings have remained relatively flat throughout the second quarter with a slight increase of 214 additional average weekday riders, as stated lower figures are expected during the second quarter due to the holiday season. Year-to-date average weekday boardings are equal to the previous fiscal year.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Executive Board Meeting – 2/24/12
Performance Indicators Report – Quarterly Report FY 2012
Page 5

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in December 2011 was \$89.34, which is below the fiscal year target of \$96.27 and reflects an increase of five percent when compared to December 2010 figures. In the second quarter, the average cost per hour remained below the performance target at \$89.30, which is equivalent to the previous fiscal year second quarter results. The year-to-date cost per hour is also slightly below the fiscal year target at \$90.00.

Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

The December 2011 farebox recovery ratio was 28.60 percent. This is above the performance target of 25.96 percent and is an improvement of almost three percent over December 2010. Through the second quarter fare box recovery ration reflected an improvement of two percent over Fy-2011 second quarter results. For the fiscal year, farebox recovery ratio is at 29.26 percent and currently represents an improvement of also three percent over the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Dietter A. Aragón
Planning Manager

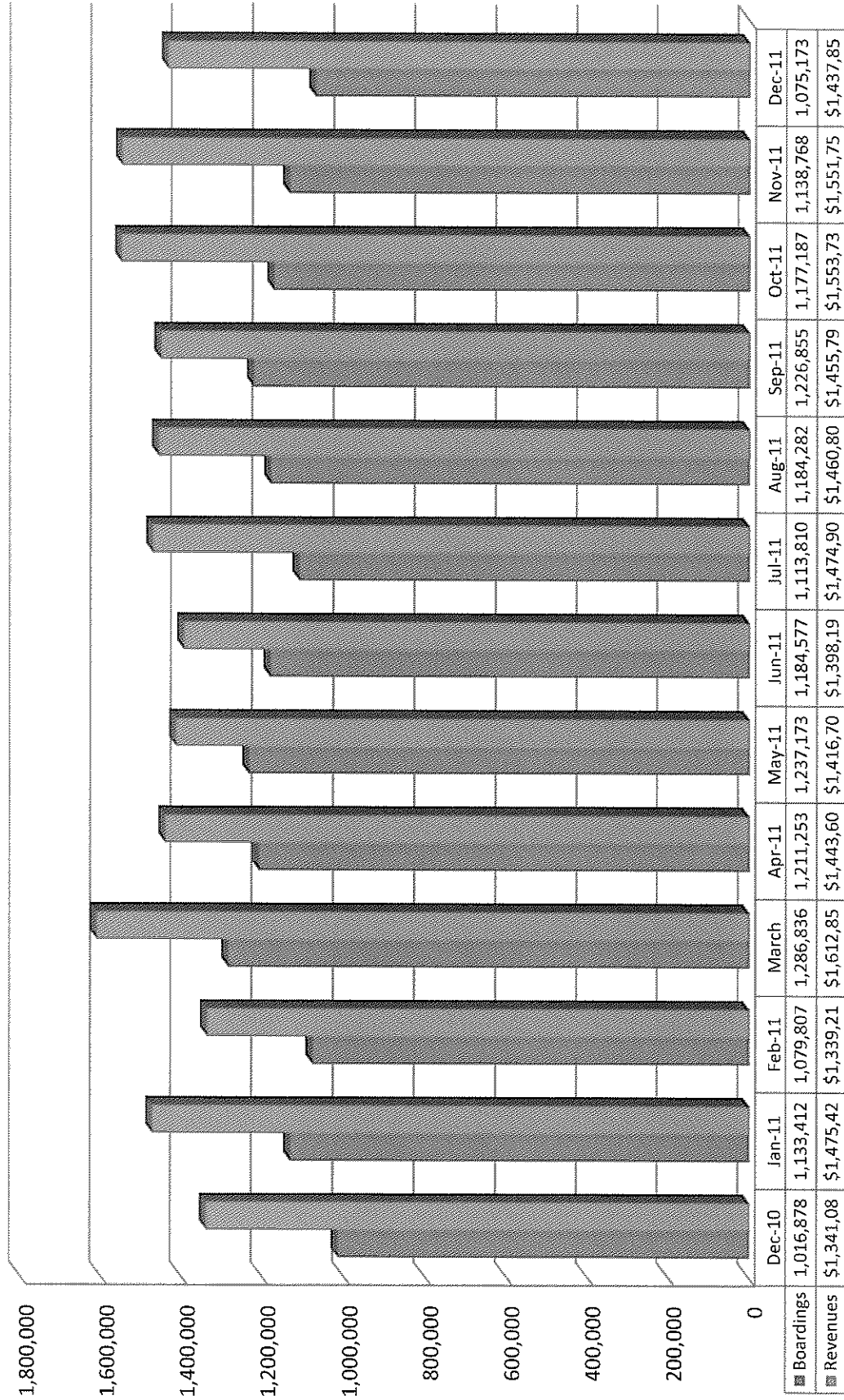


Doran J. Barnes
Executive Director

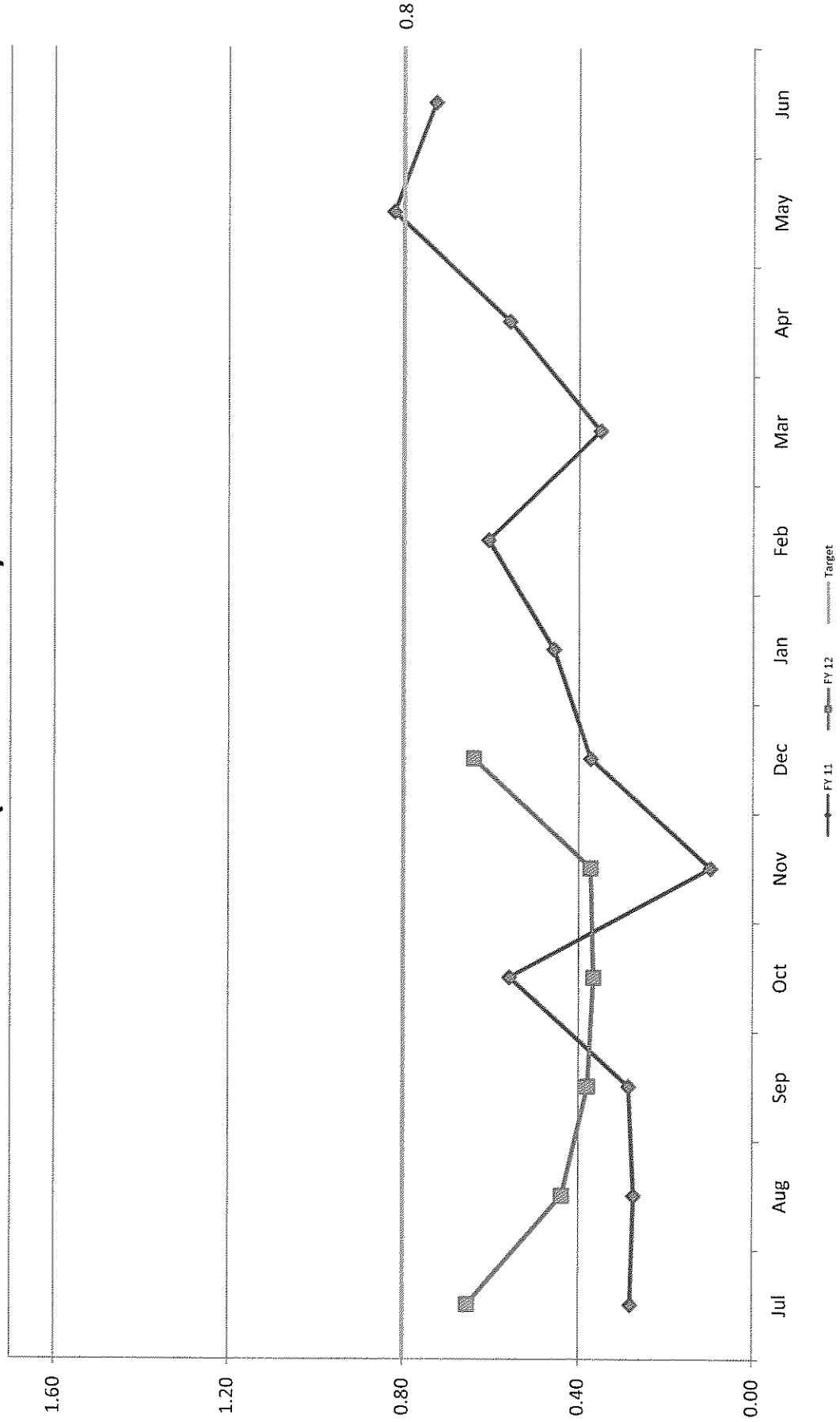
		Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,075,173	N/A	1,016,878	5.73%	N/A	6,916,076	N/A	6,851,998	0.94%
	Vehicle Service Hours		56,236	N/A	56,024	0.38%	N/A	335,768	N/A	337,369	-0.47%
	Total Fare Revenue	B	\$1,437,850	N/A	\$1,341,082	7.22%	N/A	\$8,934,836	N/A	\$8,577,865	4.16%
	Total Operating Expense		\$5,024,360	N/A	\$4,785,638	-4.99%	N/A	\$30,539,208	N/A	\$29,843,390	-2.33%
	Preventable Accidents per 100,000 Miles	C	0.64	X	0.37	41.84%	0.80	0.47	X	0.31	34.54%
	Complaints per 100,000 Boardings	D	13.30		7.97	-66.97%	7.5	11.09		8.76	-26.65%
Provide Outstanding Customer Service	Schedule Adherence	E	83.6%		82.5%	1.28%	90%	86.3%		82.4%	4.62%
	Average Hold Time	F	0:24	X	0:16	50.00%	0:50	0:33	X	0:24	36.30%
	Customer Satisfaction	G	4.5		4.4	2.27%	4.6	4.5		4.4	2.27%

	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,075,173	N/A	1,016,878	5.73%	N/A	6,916,076	N/A	6,851,998	0.94%
	Vehicle Service Hours		56,236	N/A	56,024	0.38%	N/A	335,768	N/A	337,369	-0.47%
	Total Fare Revenue	B	\$1,437,850	N/A	\$1,341,082	7.22%	N/A	\$8,934,836	N/A	\$8,577,865	4.16%
	Total Operating Expense		\$5,024,360	N/A	\$4,785,638	-4.99%	N/A	\$30,539,208	N/A	\$29,843,390	-2.33%
	Preventable Accidents per 100,000 Miles	C	0.64	X	0.37	41.84%	0.80	0.47	X	0.31	34.54%
	Complaints per 100,000 Boardings	D	13.30		7.97	-66.97%	7.5	11.09		8.76	-26.65%
Provide Outstanding Customer Service	Schedule Adherence	E	83.6%		82.5%	1.28%	90%	86.3%		82.4%	4.62%
	Average Hold Time	F	0:24	X	0:16	50.00%	0:50	0:33	X	0:24	36.30%
	Customer Satisfaction	G	4.5		4.4	2.27%	4.6	4.5		4.4	2.27%

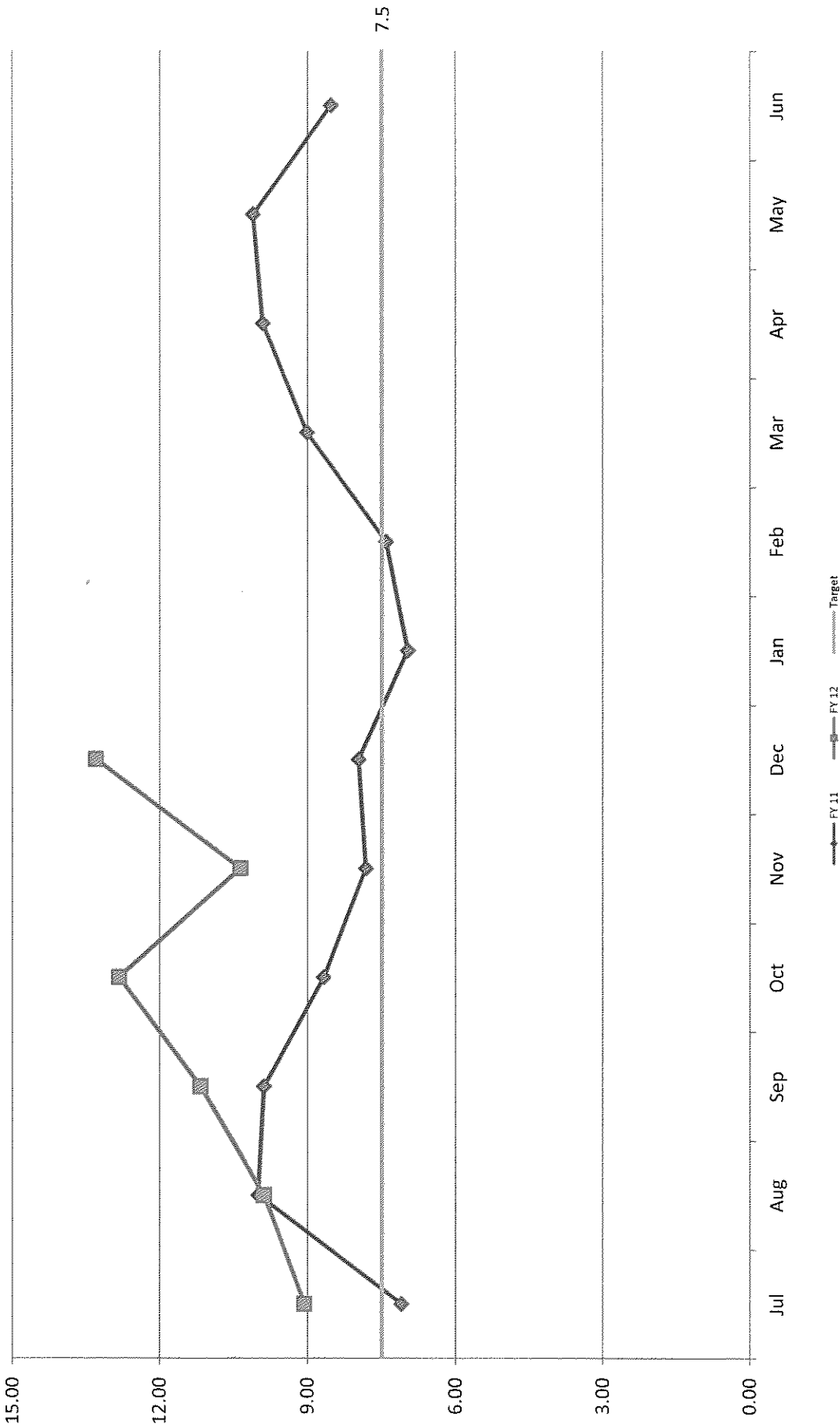
Attachment B: Total Boardings vs. Total Revenues



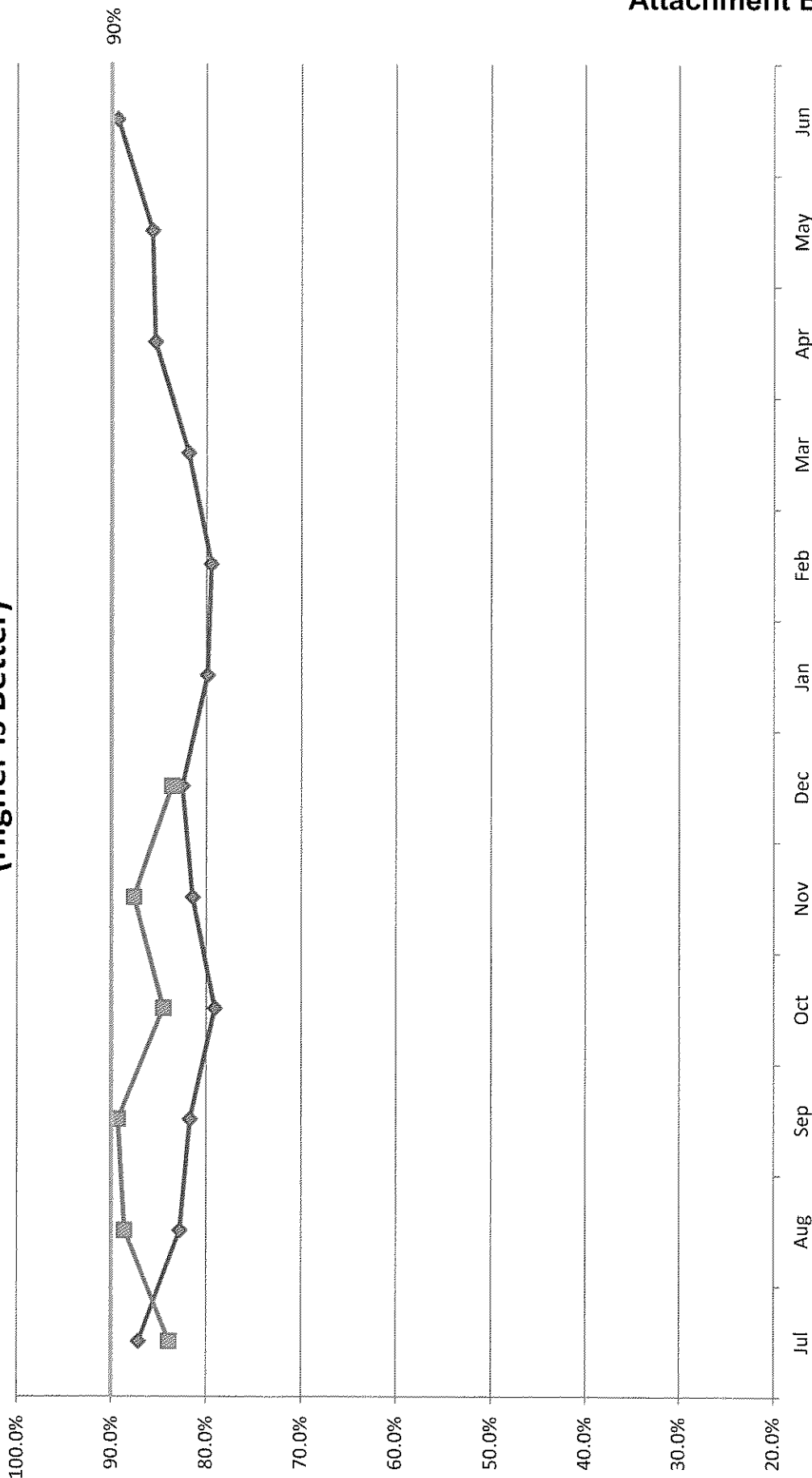
Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)



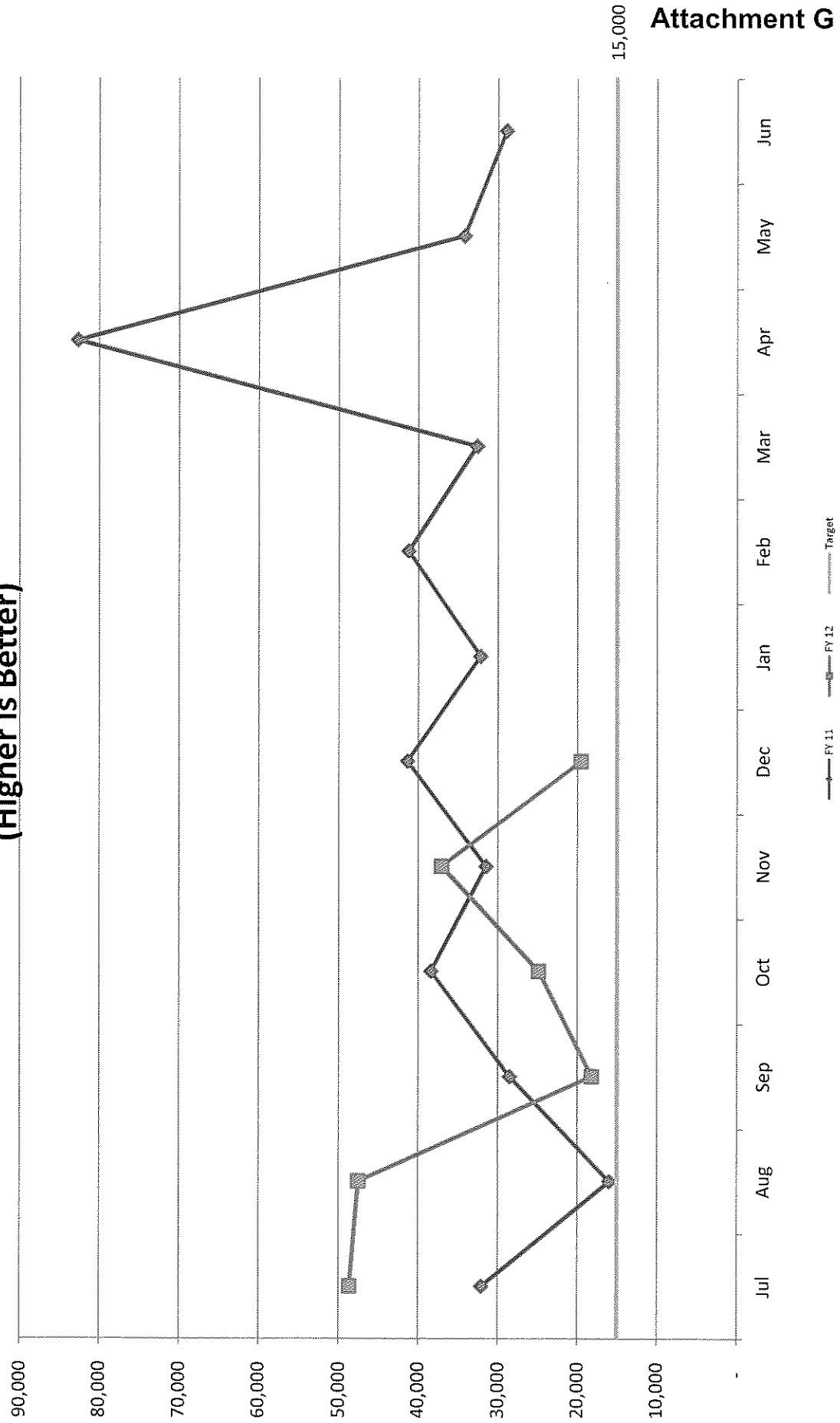
Attachment D: Complaints per 100,000 Boardings
(Lower is Better)



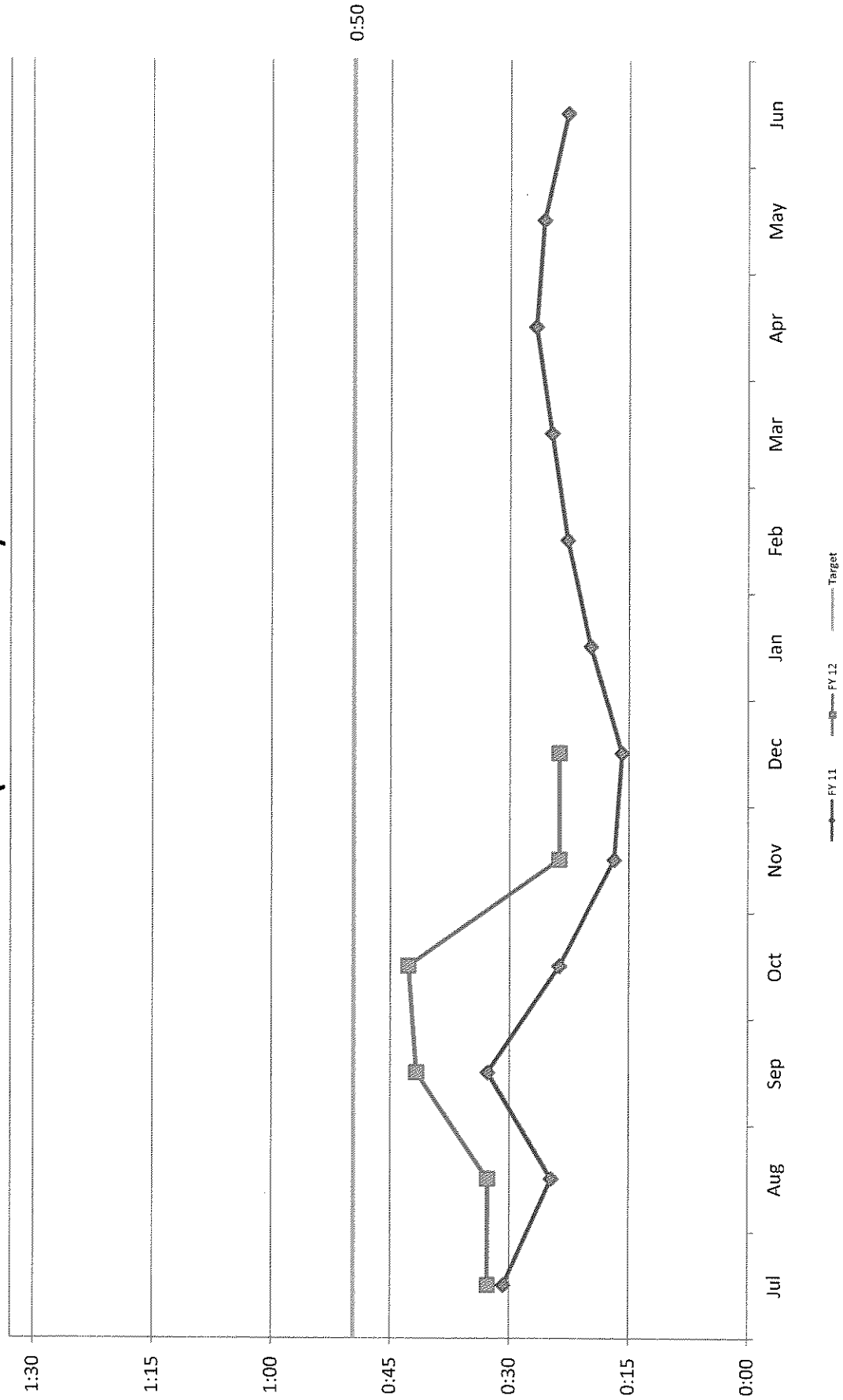
Attachment E: Schedule Adherence
(Higher is Better)



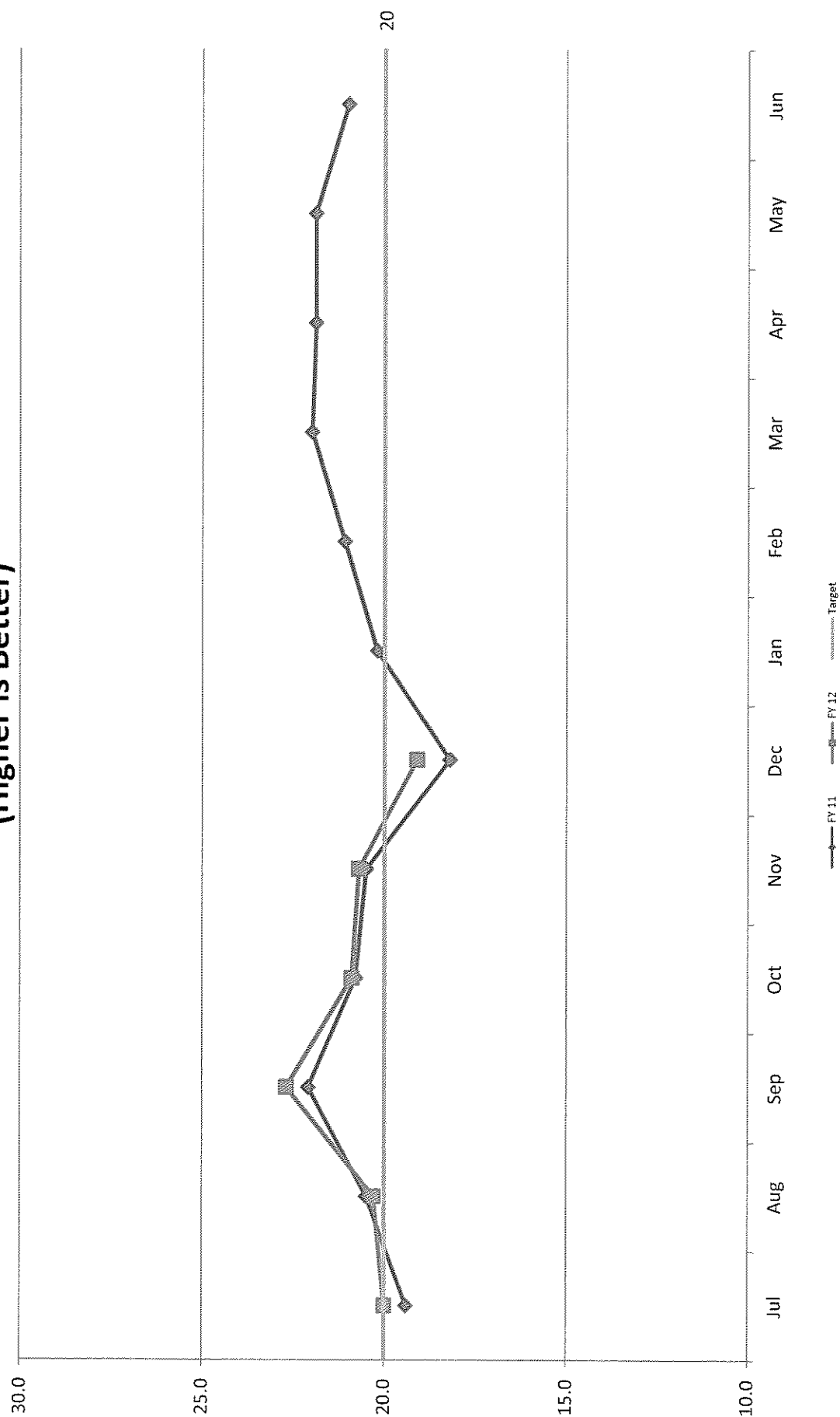
Attachment G: Average Miles Between Service Interruptions (Higher is Better)



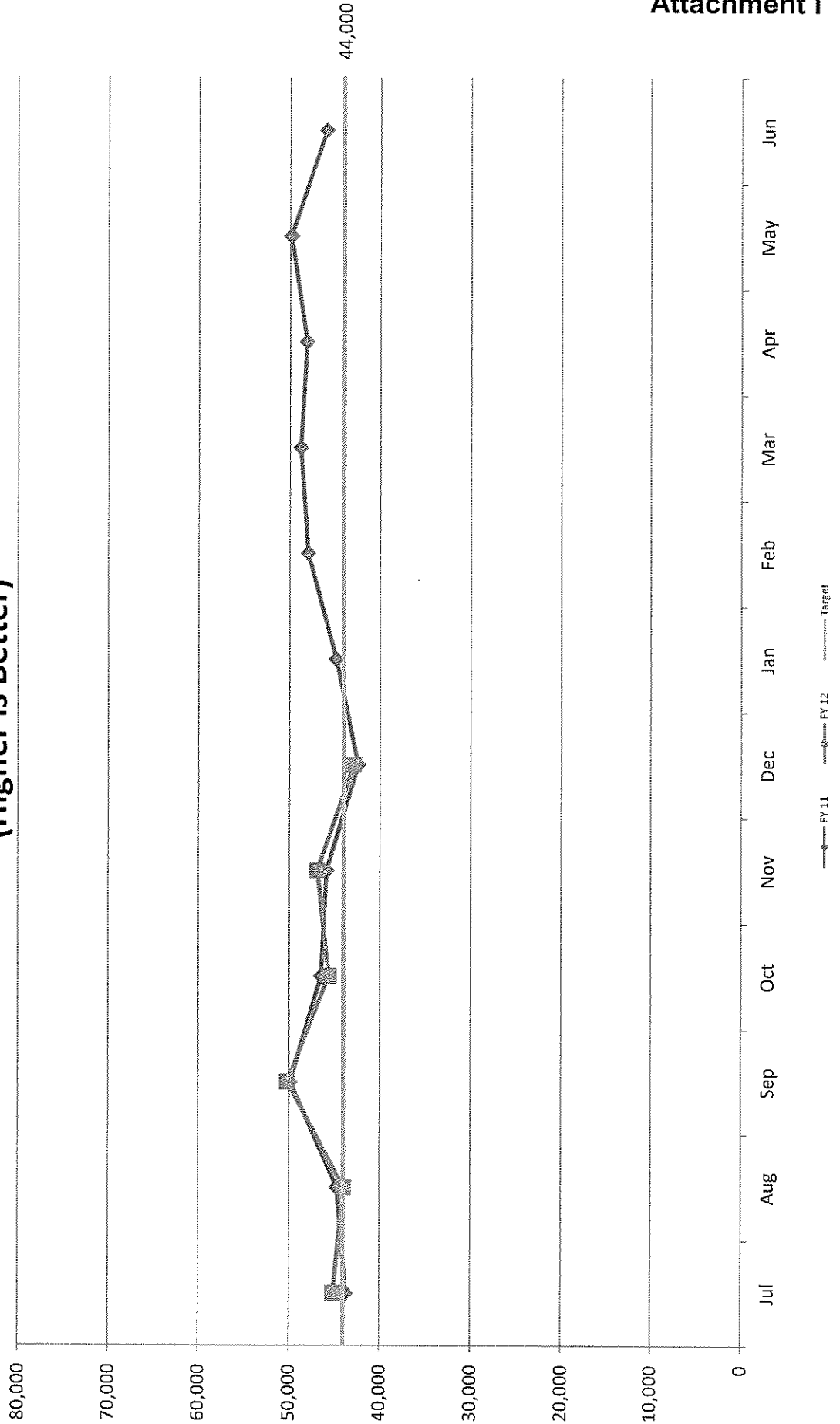
Attachment F: Average Hold Time (Lower is Better)



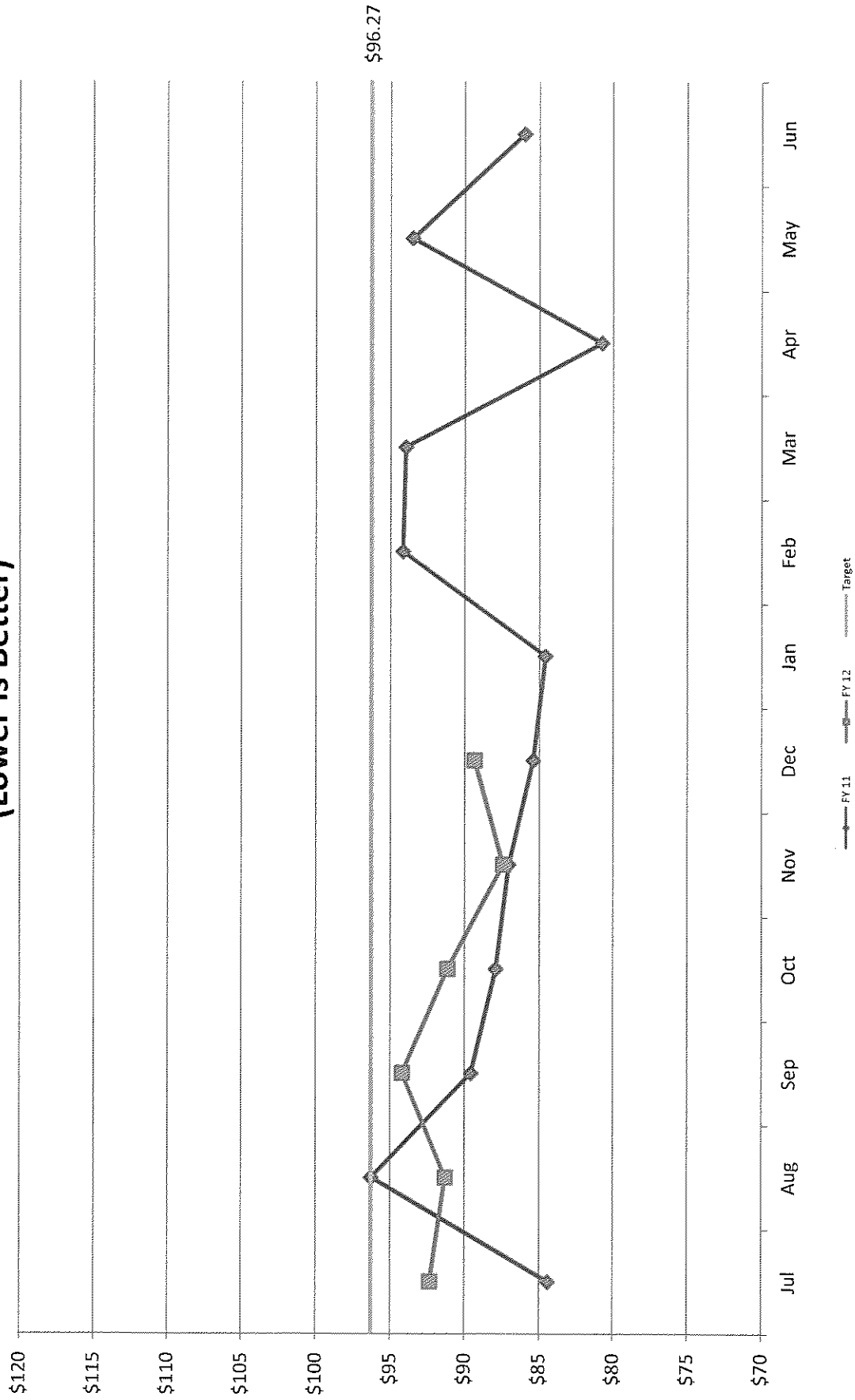
Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



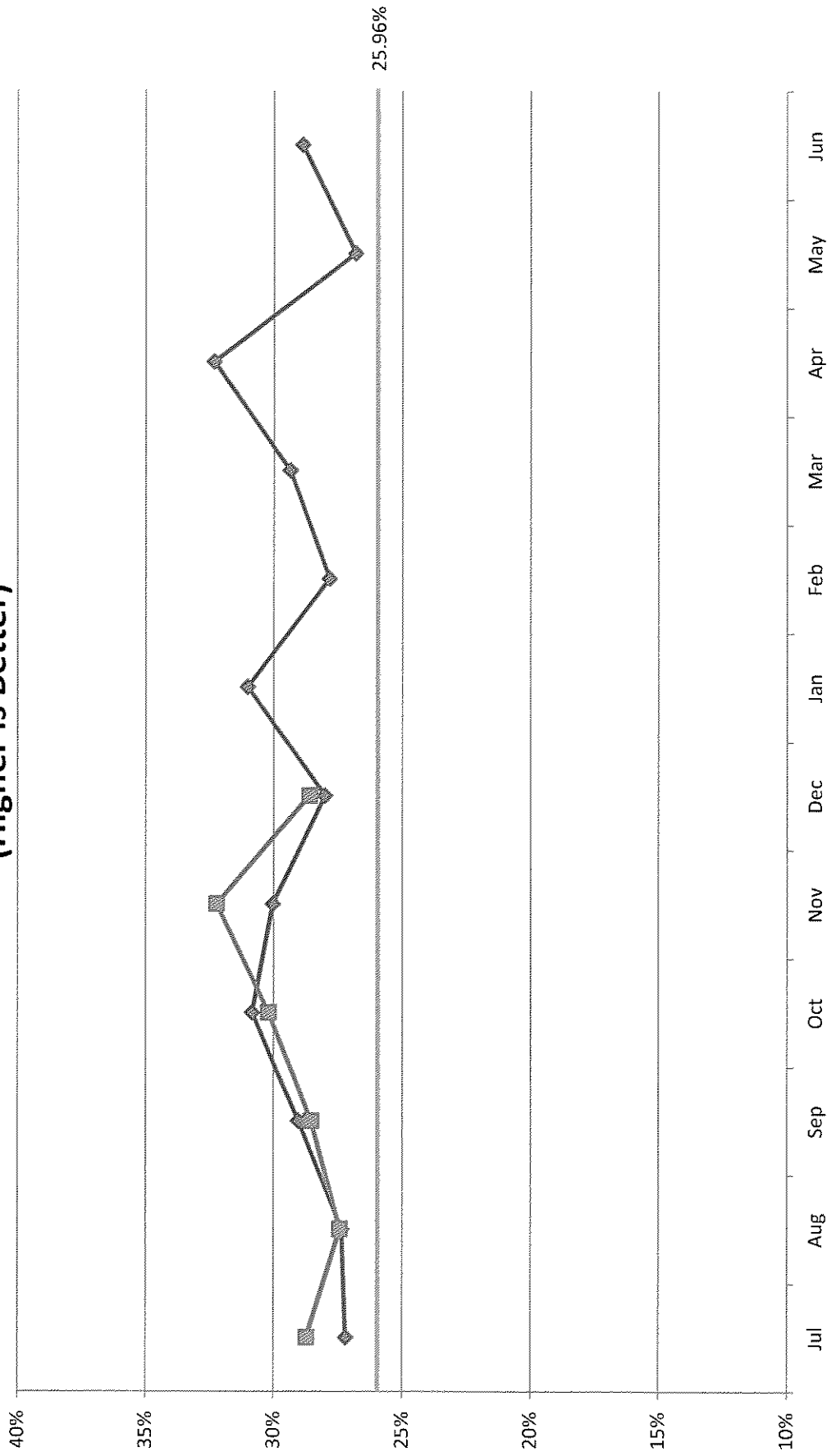
Attachment I: Average Weekday Boardings
(Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour (Lower is Better)



Attachment K: Farebox Recovery Ratio
(Higher is Better)



Attachment L: Operations Report - Total System
December-11

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 12 Year to Date	YTD Meets/Exceeds	FY 11 Year to Date	% Improvement
Average Fare per Boarding	\$1.34	\$1.32	1.40%	\$1.25	\$1.29	X	\$1.32	-1.88%
Average Cost per Boarding	\$4.67	\$4.71	0.70%	\$4.81	\$4.42	X	\$4.36	-1.38%
Average Subsidy per Boarding	\$3.34	\$3.39	1.52%	\$3.56	\$3.12	X	\$3.04	-2.80%
Total Vehicle Miles	1,093,996	1,074,783	1.79%	N/A	6,529,120	N/A	6,435,234	1.46%
Vehicle Service Miles	836,182	836,119	0.01%	N/A	4,980,092	N/A	4,999,751	-0.39%
Total Vehicle Hours	66,277	66,265	0.02%	N/A	395,059	N/A	396,717	-0.42%
In-Service Speed	14.9	14.9	-0.37%	N/A	14.8	N/A	14.8	0.08%
Boardings per Vehicle Service Mile	1.29	1.22	5.72%	N/A	1.39	N/A	1.37	1.33%